



Tuesday, 8 January 2019

Dear Sir/Madam

A meeting of the Housing Committee will be held on Wednesday, 16 January 2019 in the New Council Chamber, Town Hall, Foster Avenue, Beeston NG9 1AB, commencing at 7.00pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	E Kerry (Chair)	G Harvey
	A W G A Stockwell (Vice-Chair)	J K Marsters
	S A Bagshaw	J W McGrath
	L A Ball BEM	J M Owen
	J C Goold	J C Patrick

## A G E N D A

1. APOLOGIES

To receive any apologies and notification of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

PAGES 1 - 4

The Committee is asked to confirm as a correct record the minutes of the meeting held on 4 December 2018.

4. RESIDENT ENGAGEMENT PAGES 5 - 10  
To inform the Committee of the proposed key themes of the new Resident Engagement Strategy.
5. ALTERATIONS AND IMPROVEMENTS POLICY PAGES 11 - 28  
To seek Committee approval for a new policy that provides guidance of how the Council will manage requests from tenants for alterations and improvements.
6. HOUSEMARK ANNUAL REPORT PAGES 29 - 30  
To inform the Committee of the contents of the Council's annual housing benchmarking report from HouseMark.
7. REVIEW OF THE CONCESSIONARY TV LICENSING SCHEME PAGES 31 - 32  
To seek Committee approval that the Council applies for protected rights for tenants currently covered by the concessionary TV licence, and this cost is paid by the Council.
8. JOINT WORKING AGREEMENT WITH NOTTINGHAMSHIRE FIRE AND RESCUE SERVICE PAGES 33 - 68  
To seek approval for Broxtowe Borough Council to be a signatory to a Joint Working Agreement between Nottinghamshire Local Authorities and Nottinghamshire Fire and Rescue Service, and for authorisation to be given to the Chief Executive to sign the Joint Working Agreement on behalf of the Council.
9. HOUSE IN MULTIPLE OCCUPATION (HMO) LICENCE FEES PAGES 69 - 72  
To seek approval for a change to the fees charged for House in Multiple Occupation licences.
10. BUSINESS PLANS AND FINANCIAL ESTIMATES 2019/20 - 2021/22 PAGES 73 - 114  
To consider proposals for business plans; detailed revenue budget estimates for 2019/20; capital programme for

2019/20 to 2021/22; and proposed fees and charges for 2019/20 in respect of the Council's priority areas.

11. WORK PROGRAMME

PAGES 115 - 116

To consider items for inclusion in the Work Programme for future meetings.

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## HOUSING COMMITTEE

4 DECEMBER 2018

Present: Councillor Eric Kerry (Chair)

Councillors: S A Bagshaw  
L A Ball BEM  
J Briggs  
R I Jackson  
J K Marsters  
J M Owen  
J C Patrick  
A W G A Stockwell.

Apologies for absence were received from Councillors J C Goold and M Radulovic MBE.

26. DECLARATIONS OF INTEREST

There were no declarations of interest.

27. MINUTES

The minutes of the meeting held on 19 September 2018 were confirmed and signed as a correct record.

28. REFERENCES

28.1 Mental Health Working Group - 17 September 2018  
REVIEW OF SUPPORT FOR YOUNG PEOPLE WITH MENTAL HEALTH PROBLEMS

There was consideration of the support given to lone parents through housing. It was noted that many children do not have the opportunity to go on holidays and those who were at home for the whole six weeks suffered from long periods of inactivity. It was noted that there was already a free holiday play scheme in place, but added that tying the scheme in with the Housing Department could be useful.

**RESOLVED that the Housing Section be asked to organise summer holiday activities in housing areas for low income families with children, in association with Liberty Leisure.**

29. DECANT POLICY

The Committee considered the new Decant Policy. It was noted that the Council makes attempts to allow tenants to remain in their homes while repairs or routine maintenance takes place in properties. On occasions, it is not possible and it

becomes necessary to move tenants out of their properties, usually temporarily, while repairs or maintenance take place.

The policy provides guidance on these occasions where there is an emergency circumstance and it is necessary to move tenants out.

**RESOLVED that the Decant Policy be approved.**

30. DEMENTIA FRIENDLY BUNGALOWS

The Committee considered the proposal to purchase land at Willoughby Street to construct dementia friendly bungalows. A scheme for two dementia friendly bungalows has been discussed with partners from the Nottinghamshire Better Care Fund and approval has been given to use £275,000 for the scheme.

**RESOLVED that the HRA purchase land at Willoughby Street on which to construct dementia friendly bungalows for the HRA, subject to decisions required by the Policy and Performance and Finance and Resources Committees.**

31. RENTS TEAM RESTRUCTURE

The Committee reviewed the Rents Team restructure. The purpose of the restructure was to restructure the Rents Section and recruit additional resources as part of the move to the Housing Department and in preparation for the implementation of Universal Credit.

It was noted that the Rents Team was unlikely to be able to absorb the expected increased workload brought about by the implementation of Universal Credit and that additional support could be implemented through the Housing Department.

Additionally, policy and procedures would need to be revised to bring them in-line with best practice and to provide a more customer focused service which is not possible with the current structure and resources.

**RECOMMENDED to the Policy and Performance Committee that:**

- 1. The new Income Collection Team structure, including the posts of: Income and Housing Manager, Income Collection Manager, Income Collection Accountant, Income Collection Officer and Income Collection Assistant be approved.**
- 2. The recruitment of additional resources: 3 FTE Income Collection Officers, 1.6 FTE Income Collections Assistants and 1 FTE 12 month fixed term Financial Inclusion Officer be approved.**
- 3. The deletion of the existing posts be approved.**

32. SOCIAL AND AFFORDABLE HOUSING UPDATE

The Committee considered the social and affordable housing need study commissioned by the Council. The study was undertaken by GL Hearn.

The study proposed a build programme through the HRA of 230 new social rented homes over the next 10 years. Net rent income after deducting operating costs, including voids and bad debts, management costs and repairs and maintenance is greater than the debt costs on the required borrowing to fund this programme.

**RESOLVED that:**

- 1. A house building delivery plan of a minimum of 230 social, affordable and intermediate rented houses over the next 10 years delivered through the HRA, be approved.**
- 2. A proposal for resourcing the delivery of this programme through an enhanced Capital Works team be submitted to the Finance and Resources Committee.**
- 3. That a proposal for a phased delivery plan to meet the identified affordable rented social, affordable and intermediate housing need in the report be brought to a future meeting based on:**
  - land the Council currently owns**
  - purchase of already built properties**
  - a buy-back policy**
  - remodelling of existing under-used accommodation**
  - judicious use of partnerships where there is a proven business case to use this route to deliver dwellings faster or where additionally can be achieved.**

**33. PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN PROGRESS – HOUSING**

The Committee received a report on the progress against outcome targets identified in the Housing Business Plan. It was noted that the target had been achieved for reduction of empty homes and that further work was required to progress the training for the Retirement Living Service.

**34. WORK PROGRAMME**

The Committee considered the Work Programme and requested that a report be on Wi-Fi for Retirement Living complexes be added to the Work Programme.

**RESOLVED that the Work Programme be approved.**

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## Report of the Chief Executive

**RESIDENT ENGAGEMENT**1. Purpose of report

To inform the Committee of the proposed key themes of the new Resident Engagement Strategy.

2. Background

The Resident Involvement Strategy 2015- 2018 focused on developing a partnership approach with our residents to improve how they could share their views and opinions on the Housing Service. Since the strategy was written there have been changes to the approach in conducting resident involvement, with an increased focus on informal methods of engagement.

3. Detail

A new strategy will be written in early 2019 to outline the new approach to resident engagement. This will outline the changes to our resident engagement considering both the social housing green paper: A new deal for social housing and 'Change at the Council' an Independent Review of Governance for the Royal Borough of Kensington and Chelsea following the Grenfell Tower fire. Both include a number of recommendations that the Council could implement. The proposed key themes of the new strategy are:

- Increase our range of informal opportunities
- Review our formal engagement structure
- Improve our approach to encouraging involvement
- Increase the methods used to provide feedback

An overview of the current arrangements for resident engagement, a summary of the green paper in relation to resident engagement and a summary of the proposed key themes are included in the appendix.

4. Financial implications

There are no financial implications. Any changes will be made within existing budgets.

**Recommendation**

**The Committee is asked to COMMENT to inform the development of the new Resident Engagement Strategy and RESOLVE that the new strategy is based on the proposed key themes.**

Background papers

Nil

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## Current Resident Engagement Activities

<b>Group</b>	<b>Overview</b>
<b>Housing Performance Group</b>	Working group of tenants and elected members who monitor the Housing Review Account Business Plan and make recommendations for improvements.
<b>Resident Involvement Group (RIG)</b>	The main involvement group overseeing how Housing engages with customers. The group consider recommendations for service improvements made by customers through formal scrutiny arrangements. They also consider service improvements falling outside of formal scrutiny arrangements. Some members of the group are part of the Housing Performance Group.
<b>Task and Finish Groups</b>	These groups are set up to undertake scrutiny of a service, or part of a service to make recommendations for how the service can be improved. Customers, who have expressed interest in involvement with that service area, or scrutiny, are invited to be involved with the process. The scope of the scrutiny exercise is agreed with the group. Relevant policies, procedures, performance information are made available to inform recommendations and the group can also design reality checks to inform the scrutiny process, which can include mystery shopping, inspections, work shadowing and surveys. Recommendations are taken to the RIG and Housing Management Team for consideration and approval.
<b>Your Voice, Your Views</b>	Customers are encouraged to sign up to Your Voice, Your Views to set out how they prefer to be involved with the Housing Department. They can specify the service area and activities they are interested in, along with how they would prefer to be contacted. They can also highlight personal skills they want to develop through their involvement.
<b>Leaseholder Marketplace</b>	Timed to coincide with the service charge invoices being sent out, the Leaseholder Marketplace is an informal drop-in session, where leaseholders are able to talk to officers on a one-to-one basis. Representatives from Housing, Modernisations, Legal, Insurance and Finance attend the event to answer questions relating to leases and/or service charges.
<b>Social Activity Groups</b>	Tenants living within Independent Living schemes with communal facilities are encouraged to set up Social Activity Groups. These groups manage the social funds and organise a range of activities in consultation with all tenants living within the scheme. Activities range from game nights and entertainment within the communal facilities to coach trips.
<b>Estate Walkabouts</b>	A programme is publicised every quarter. Tenants and leaseholders living in the area a walkabout is taking place receive a personal invitation to join Housing Officers and Senior Maintenance Officers, to highlight areas of concern within the estates they live on so that these can be looked into. Elected members are also invited to walkabouts taking

	place in their ward.
<b>Consultations</b>	Where changes are being considered that will impact on customers, consultation is widely undertaken to seek views prior to changes being implemented. This includes paper and online surveys and consultation events.
<b>Surveys</b>	A number of surveys are completed with customers to gauge satisfaction with surveys received. Repairs satisfaction surveys are sent out with every appointment letter. Telephone surveys are completed for satisfaction with outcomes of ASB cases. Allocations surveys are conducted with all new tenants and ad hoc surveys are compiled where issues have been highlighted, especially within Independent Living schemes.
<b>Housing News Bulletins</b>	These are sent out monthly to subscribers of Council Housing through Email Me to keep customers and other interested parties informed of key information relating to Housing services, including service reminders; good news stories; engagement opportunities and calls for action.
<b>Social Media</b>	Regular messages are sent out by social media each week to inform customers of key information relating to Housing services.
<b>Website</b>	Provides customers with key information and news relating to the Housing Service, including self-service forms.
<b>East Midlands Tenant Participation Forum</b>	Provision of three seminars each year, with key note speakers from the Housing sector and workshops on housing and engagement themes. The Engagement Manager represents the Council on the Forum's management committee. Tenants regularly attend the seminars, which provide learning and opportunities to network with tenants from across the region.
<b>TPAS (Tenant Engagement Experts)</b>	National organisation providing best practice, training and events for tenants and engagement staff. Tenants have attended training and events to learn skills to enhance their involvement.

## Social Housing Green Paper Summary

On 14 August government published a social housing green paper: 'A new deal for social housing'. It sets out a proposed strategy for reforming social housing. The green paper is a consultation and many of the proposals put forward are broad statements of intent, further details will follow. It is based around five key themes:

- Ensuring homes are safe and decent
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership

## Green Paper proposals in relation to resident engagement

- Establish a pilot with a group of social landlords who would trial options to improve communication and engagement with residents on safety issues
- Look at way to speed up internal complaints processes, including considering asking the regulator to set out some suggested timings
- Explore ways to improve the use of mediation in landlord and tenant disputes
- Raise awareness among tenants of their rights to complain and options available
- Give the regulator more power to scrutinise the performance of landlords, performance information to be provided to tenants in the form of a league table
- View how tenants are given a voice at a national level
- Providing more support for community events and initiatives
- Encouraging a customer service culture within housing

## Proposed key themes to be included in the new Resident Engagement Strategy

Increase our range of informal opportunities	<ul style="list-style-type: none"> <li>• Increase Housing’s attendance at community events to use the opportunity for informal involvement</li> <li>• Increase the use of ‘Meet the Manager’ events so that managers spend more time on the front line speaking to customers to understand their views</li> <li>• Review information on our website to ensure that it highlights opportunities for involvement and provides an opportunity to share views in a simple, easy way</li> <li>• Embed the use of informal engagement methods throughout the housing department</li> </ul>
Review our formal engagement structure	<ul style="list-style-type: none"> <li>• Map out all existing tenant and community groups within the borough</li> <li>• Engage with other Council departments to share learning and insight</li> <li>• Complete annual impact assessment to ensure that outcomes are being achieved</li> <li>• Identify key areas to trial Community Champions</li> <li>• Establish a community pot to enable groups of residents to bid for small scale improvements to their area</li> <li>• Review role of Resident Involvement Group</li> </ul>
Improve our approach to encouraging involvement	<ul style="list-style-type: none"> <li>• Review how we use the information provided in complaints to improve services.</li> <li>• Utilise the upgraded Capita system to hold information about customer’s preferred method of contact, increase use of text messages and e-mail</li> <li>• Improve promotion of up-coming decisions and opportunities to get involved.</li> <li>• Review use of surveys, including frequency and method</li> <li>• Consider the use of the Council’s mediation service in resolving landlord and tenant disputes.</li> </ul>

	<ul style="list-style-type: none"><li>• Encourage engagement through promotion of skills development</li></ul>
Increase the methods used to provide feedback	<ul style="list-style-type: none"><li>• Increase the opportunities for customers to engage with the Council on safety issues and provide feedback on resolutions</li><li>• Review how information on our performance is provided to customers</li><li>• Improve feedback on improvements, such as 'you said we did' bulletins</li></ul>

**Report of the Chief Executive**

**ALTERATIONS AND IMPROVEMENTS POLICY**

1. Purpose of report

To seek Committee approval for a new policy that provides guidance of how the Council will manage requests from tenants for alterations and improvements.

2. Background

The Housing Act gives tenants of different types varying rights to make alterations and improvements to their homes. Tenants must however request permission for any alterations and improvements so that the Council can ensure that works are carried out to the appropriate specification, in accordance with legal guidelines and completed by competent tradespeople.

The policy provides a framework for the types of alterations and improvements that are permissible by the Council and what additional measures or enquiries that tenants are required to undertake for works to be approved.

3. Detail

This policy outlines:

- How alterations and improvements are requested
- The types of tenancy and how they are affect the rights to make alterations and improvements
- How the Council considers alteration and improvement requests?
- How the Council monitor alterations and improvement requests?
- Alterations and improvements and their relationship with aids and adaptations
- How the Council will manage cases where alterations and improvements are made without first seeking permission
- How the Council will manage instances where properties are returned to the Council with alterations and improvements present
- To set out the principles for compensation for improvements, taking in to account statutory guidance.

An Equalities Impact Assessment is included as appendix 1 of the report. The Alterations and Improvements Policy is included as appendix 2.

**Recommendation**

**The Committee is asked to RESOLVE that the Alterations and Improvements Policy be approved.**

Background papers

Nil

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## Equality Impact Assessment

Public bodies are required in to have **due regard** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited under the Act
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it, and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.

The **public sector Equality Duty** came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

The new equality duty replaces the three previous public sector equality duties, for race, disability and gender. The new equality duty covers the following **protected characteristics**:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – including lack of belief
- sex
- sexual orientation

It also applies to marriage and civil partnership, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

Having **due regard** means consciously thinking about the three aims of the equality duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies, including how they act as employers, how they develop, evaluate and review policies, how they

design, deliver and evaluate services, and how they commission and procure from others.

Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics
- meet the needs of people with protected characteristics, and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low

**Fostering good relations** involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the equality duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore **take account of disabled people's impairments** when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

There is no explicit requirement to refer to the Equality Duty in recording the process of consideration but it is good practice to do so. Keeping a record of how decisions were reached will help public bodies demonstrate that they **considered the aims of the Equality Duty**. Keeping a record of how decisions were reached will help public bodies show how they considered the Equality Duty. Producing an Equality Impact Assessment after a decision has been reached will not achieve compliance with the Equality Duty.

It is recommended that assessments are carried out in respect of new or revised policies and that a copy of the assessment is included as an appendix to the report provided to the decision makers at the relevant Cabinet, Committee or Scrutiny meeting.

Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action is necessary.

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration to the Equality Duty where a policy or function has the potential to have a discriminatory effect or impact on equality of opportunity, and less consideration where the potential effect on equality is slight. The Equality Duty requires public bodies to think about people's different needs and how these can be met.

## EQUALITY IMPACT ASSESSMENT (EIA)

Directorate:	Housing	Lead officer responsible for EIA	Richard Smith
Name of the policy or function to be assessed:		Alterations and Improvements Policy	
Names of the officers undertaking the assessment:		Richard Smith	
Is this a new or an existing policy or function?		New policy for existing function	
<p><b>1. What are the aims and objectives of the policy or function?</b></p> <ul style="list-style-type: none"> <li>• How alterations and improvements are requested</li> <li>• The types of tenancy and how they are affect the rights to make alterations and improvements</li> <li>• How the Council considers alteration and improvement requests?</li> <li>• How the Council monitors alterations and improvement requests?</li> <li>• Alterations and improvements and their relationship with aids and adaptations</li> <li>• How the Council will manage cases where alterations and improvements are made without first seeking permission</li> <li>• How the Council will manage instances where properties are returned to the Council with alterations and improvements present</li> <li>• To set out the principles for compensation for improvements, taking in to account statutory guidance.</li> </ul>			
<p><b>2. What outcomes do you want to achieve from the policy or function?</b></p> <p>The purpose of the policy is to provide a framework for tenants wishing to make alterations and improvements to their homes.</p>			
<p><b>3. Who is intended to benefit from the policy or function?</b></p> <p>All Council tenants could have a benefit depending on the requested works and the type of tenancy</p>			
<p><b>4. Who are the main stakeholders in relation to the policy or function?</b></p> <ul style="list-style-type: none"> <li>• Tenants</li> <li>• Housing staff</li> </ul>			
<p><b>5. What baseline quantitative data do you have about the policy or function relating to the different equality strands?</b></p> <p>When applicants request an alteration, these are recorded, investigated and responded to accordingly.</p>			

<p><b>6. What baseline qualitative data do you have about the policy or function relating to the different equality strands?</b></p> <p>Information provided on Council records</p>
<p><b>7. What has stakeholder consultation, if carried out, revealed about the nature of the impact?</b></p> <p>None. Alterations and improvements are part of the Housing Act and are carried out by tenants and the permission of the Council.</p>
<p><b>8. From the evidence available does the policy or function affect or have the potential to affect different equality groups in different ways?</b></p> <p><b>In assessing whether the policy or function adversely affects any particular group or presents an opportunity for promoting equality, consider the questions below in relation to each equality group:</b></p>
<ul style="list-style-type: none"> <li>• <b>Does the policy or function target or exclude a specific equality group or community? Does it affect some equality groups or communities differently? If yes, can this be justified?</b></li> </ul> <p>Applicants must be over the age of 18 to hold a tenancy with the Council, so those younger than that are excluded from holding a tenancy but may be part of the household. This can be justified.</p>
<ul style="list-style-type: none"> <li>• <b>Is the policy or function likely to be equally accessed by all equality groups or communities? If no, can this be justified?</b></li> </ul> <p>Yes. The vast majority of decants will occur in circumstances with no pattern and could therefore affect any group or community who may be living in the affected Council properties at that time.</p>
<ul style="list-style-type: none"> <li>• <b>Are there barriers that might make access difficult or stop different equality groups or communities accessing the policy or function?</b></li> </ul> <p>None, the policy and decisions are made by Council officers.</p>
<ul style="list-style-type: none"> <li>• <b>Could the policy or function promote or contribute to equality and good relations between different groups? If so, how?</b></li> </ul> <p>The policy should not contribute positively or negatively in this area.</p>
<ul style="list-style-type: none"> <li>• <b>What further evidence is needed to understand the impact on equality?</b></li> </ul> <p>None</p>

**9. On the basis of the analysis above what actions, if any, will you need to take in respect of each of the equality strands?**

**Age:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Disability:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Gender:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Gender Reassignment:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Marriage and Civil Partnership:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Pregnancy and Maternity:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Race:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Religion and Belief:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Sexual Orientation:** It is not anticipated that the Council will need to take any further action in order to enable access for this group.

**Head of Service:**

I am satisfied with the results of this EIA. I undertake to review and monitor progress against the actions proposed in response to this impact assessment.

**Signature of Head of Service:**

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# **Alterations and Improvements Policy**

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## 1.0 Scope

The Alterations and Improvements Policy sets out the approach that Broxtowe Borough Council takes when a request is made from a tenant. Alterations and improvements are always made at the sole expense of the tenant and the tenant is responsible for carrying out the work themselves or appointing a suitable and competent tradesperson to undertake the work.

The policy only applies to Council properties and tenants and not leaseholders.

The policy does not cover the interior decoration of properties or minor DIY. It also does not cover any policies or regulations that specifically surround Planning or Building Control.

For the purpose of the policy, an alteration is defined as work that

- Alters, removes or replaces any of the existing fabric of the building, its grounds or boundaries
- Replaces a Broxtowe Borough Council fixture or fitting with one of the tenants own which is or a similar quality or standard as the original
- Permanently removes a Broxtowe Borough Council fixture or fitting

For the purpose of the policy, an improvement is defined as work that

- Replaces a fixture or fitting with a tenants own which is of a higher standard or quality
- Installs an item where there is currently not one present or is or a different type to the one installed
- Extends the floor area of the property in any way

## 2.0 Purpose

Tenants may wish to make alterations and improvements to their properties to make their homes more suitable for their needs and lifestyles.

The Policy provides a framework for how requests will be processed and the steps that the tenant and the Council should take when requesting or processing a request for an improvement.

## 3.0 Aims and Objectives

The aims and objectives of the policy are

- To clarify how alteration and improvements are requested

- The types of tenancy and how they affect the rights to make alterations and improvements.
- To explain how the Council considers alteration or improvement requests.
- To explain what measures the Council may take to monitor or control alterations and improvements.
- To clarify how alterations and improvements link to aids and adaptations
- The actions that Council will take when a tenant makes an alteration or improvement without seeking permission.
- To explain what considerations the Council will make when properties are returned with alterations and improvements present.
- To explain the process surrounding compensation for improvements

## **4.0 Regulatory Code and Legal Framework**

The Landlord and Tenant Act 1985

The Housing Act 1985

The Housing Act 1996

Gas Safety (Installation and Use) Regulations 1998

Electrical Equipment (Safety) Regulations 1994

Control of Asbestos Regulations 2012

Health and Safety at Work Act 1974

The Housing Act 2004 (Housing, Health and Safety Rating System)

## **5.0 Policy Outline**

### **5.1 Requests for Alterations and Improvements**

The Council requires that a tenant requests alterations and improvements in writing wherever possible. The Council will make reasonable adjustments or provisions who may not be able to fulfil this request.

The Housing Act 1985 S.97 (1) determines that it is a term of a secure tenancy that the tenant will not make any improvement without the written consent of the landlord.

The Council will make the decision on whether the information provided by the tenant is enough to make a determination on the alteration or improvement or whether any additional information is required from the tenant. If additional information is required from the tenant, the Council will request it from the tenant.

## **5.2 Types of Tenancy and Alterations and Improvements**

Only Secure Tenants have the right to make alterations and improvements within the legislation. Fixed Term Tenants will also be allowed to make improvements in the same manner by Broxtowe Borough Council.

Introductory Tenants do not have the same rights in accordance with their tenancy, however, the Council will consider requests from Introductory Tenants but may refuse alterations and improvements in certain circumstances, particularly those that are likely to cause significant changes to the property, such as;

- Where structural change is requested
- Works that change the size or composition of the property

## **5.3 Considering the Requested Alteration or Improvement**

The Council will require full details of the alterations or improvements that are being requested, this may include drawings or other permissions from Planning or Building Control. Any costs that are incurred from making these enquiries will be met by the tenant requesting the works, even if the works are refused at any stage.

It may be necessary for relevant officers of the Council to carry out home visits to assess the works and consider the request.

The Council may request any additional information be provided before granting or refusing the request. The Council will do this in a timely manner. The tenant may be given a timescale to respond to the Council's enquiries.

Where significant works are being requested, the Council may request financial information from the tenant to provide reassurance that the works can be completed and that the Council will not be left with a significant liability if works are not completed satisfactorily.

Certain works will need to be completed by a competent tradesperson, such as any gas or electrical work. The Council will require details of the person completing the works, the exact detail and scope of the works and will request the appropriate certification be provided on completion of the works. The Council may take on the repair and maintenance responsibility for these works once completed and therefore may make special requirements on the detail and scope of works.

Any refusal from the tenant to cooperate with the Council in making its enquiries will lead to the refusal of the works.

Once the Council has all the information, the Council will respond to the alteration or improvement request to grant or refuse and it will do so in writing. The granting of a request will be subject to conditions set by the Council being met. These will be specified to the tenant in writing.

The Council will consider requests for alterations and improvements to aspects of the home where it is an existing component that the Council has a liability to maintain, such as

- The installation of a new kitchen or bathroom
- Redecoration of the outside of the home
- Any insulation related works
- Request to change any gas or electrical installations

The Council will consider requests to change the fabric of the building or property, such alterations may require planning or building control consents, such as

- Extensions
- Conservatories or lean-to
- Any outbuilding or shed of any kind or construction
- A driveway or car port
- Replacing fencing

Additionally, an alteration that has no negative effect on the composition or value of a property or the value its neighbouring properties are considered, for example

- Installation of a satellite dish subject to planning permission
- Installation of a water meter or an energy smart meter
- Installation of a water butt

The Council will not unreasonably refuse permission for an alteration or improvement. The criteria that the Council may refuse an alteration is as follows.

- It is likely to present to health and safety risk to those in occupation, those visiting or those living around the home
- That the alteration or improvement will change the use of the property, such as for running a business

- That the alteration or improvement will make a change to the property that will negatively affect the ability for the Council to let it in the future. Such as removing bedrooms
- The alteration is refused planning, building control or party wall approval
- That it removes amenities that Broxtowe Borough Council or partners have provided at the property to make the home suitable for an occupant or occupants with specific needs
- That it alters, exposes, encloses or partitions a communal area
- If the property is a new build and is within a warranty or guarantee period
- Where there is a preservation or conservation order in place that could be contravened by the alteration or improvement
- Where the alteration encroaches on another parties' land or on to land that is not owned by Broxtowe Borough Council

## **5.4 Monitoring and Control of Alterations and Improvements**

In the case of significant alterations and improvements, particularly those that require structural change or a change to an installation within the property, such as to gas or electrical installations, the Council may request access to the property during the works to check the progress and to ascertain whether the works are within the scope of what has been given permission for.

Following the completion of the works, the tenant should notify the Council when requested to do so in order for the Council to assess the works and request any certification to be provided.

Tenants should work proactively to complete the works in a timely manner to minimise disruption to neighbours and to ensure that the property does not remain in an untidy condition for a lengthy period. If the Council considers that the works are taking too long and the Council does not receive appropriate assurances about completion and progress, the Council will consider taking tenancy enforcement action.

## **5.5 Alterations and Improvements Request and Aids and Adaptations**

The Council will look to facilitate aids and adaptations for those with mobility needs and will act in accordance with its Aids and Adaptations Policy when deciding whether the Council should carry out works or not.

## **5.6 Alterations made by tenants without permission**

Where alterations or improvements are made without the permission of the Council, the Council will first consider whether it wishes to grant permission retrospectively.

This may be applicable to minor alterations and improvements, such as those referred to in 5.3 as not affecting the composition or value of a property, the Council should advise the tenant that they are in breach of their tenancy and do so in writing. However, the Council will confirm in writing that the works are granted retrospectively.

In situations where this is not possible, the Council will request that the property be put back to the condition it was before work started and the Council will confirm the works that are required to the tenant.

If the tenant does not cooperate with the Council's request, the Council will carry out the work on behalf of the tenant and a recharge will be raised for the full costs of doing so. The Council will also consider whether tenancy enforcement action is appropriate.

If the tenant does not cooperate and allow the Council to complete the works or obstructs the Council in completing the works, the Council may apply to the Court for an Injunction to gain access to the property and complete works and take tenancy enforcement action. The tenant will be recharged for all costs that are incurred by the Council.

## **5.7 Properties returned to the Council with Alterations or Improvements**

When a property is returned to the Council with alterations and improvements and it is required that they be removed before it is relet, the Council will check if the works carried out had permission. If the works did not have permission, the tenant will be recharged for the costs that the Council incurs in putting the property into a condition where it can be let.

If alterations or improvements can remain, the Council will make clear to the incoming tenants as part of their tenancy signup and specify within their tenancy agreement the works that are non-standard and therefore the Council may not be able to maintain or replace them if they should require repair or replacement.

## **5.8 Compensation for Improvements**

The Housing Act 1985 S.99 gives secure tenants the right to compensation for certain improvements.

Claims for compensation must be made no more than 28 days before and no more than 14 days after end of the tenancy.

Tenants may be eligible for compensation if

- They are a secure tenant
- The works were carried out after the 1<sup>st</sup> April 1994
- That the works had the permission of the Council

Tenants who have moved by mutual exchange or who have transferred must make their claim at the time that they move.

Tenants who have gained the property as a result of a succession may be eligible, even if they did not carry out the improvement works.

Tenants who were assigned the property by an order of the Court from the tenant who carried out the improvement work may also qualify.

The Council will request that receipts of invoices are provided for the works completed that are being claimed for.

The method of calculation, the qualifying improvements and notional life of each qualifying improvements that is eligible for compensation is outlined in the Compensation for Improvements Procedure.

## 6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Alterations and Improvements Procedure
- Aids and Adaptations Policy
- Compensation for Improvements Procedure
- People with Additional Support Needs Policy
- Repairs Policy
- Repairs procedures
- Tenancy Management Policy
- Tenure Policy
- Tenancy Agreement

## 7.0 Review

This Policy will be reviewed every 3 years unless there are significant changes in legislation.

## 8.0 Document History and Approval

Date	Version	Committee Name
16/1/19	1.0	Housing Committee

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## Report of the Chief Executive

<h3>HOUSEMARK ANNUAL REPORT</h3>
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1. Purpose of report

To inform the Committee of the contents of the Council's annual housing benchmarking report from HouseMark.

2. Background

HouseMark is the leading provider of benchmarking services in the housing sector. The Housing department use HouseMark as a source of good practice, to benchmark performance on a quarterly basis and to network and share ideas through performance club meetings.

3. Detail

The annual report provides a more detailed analysis than the quarterly benchmarking which compares performance only. In the annual report housing management, responsive repairs, void works, major works and cyclical maintenance are benchmarked for costs, operational performance and satisfaction.

The report compares the Council with 30 landlords with a similar stock size and profile. All of the landlords in our benchmarking peer group are stock retained councils.

A summary of the report will be presented to Committee.

4. Financial implications

The cost of the subscription with HouseMark is £7,281 per annum, which is met within existing budgets. Research undertaken by the Housing Service in 2018 has shown that there are no other organisations that provide an equivalent benchmarking service.

<h3><u>Recommendation</u></h3>
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<p><b>The Committee is asked to NOTE the report</b></p>
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Background papers

Nil

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## Report of the Chief Executive

**REVIEW OF THE CONCESSIONARY TV LICENSING SCHEME**1. Purpose of the report

To seek Committee approval that the Council applies for protected rights for tenants currently covered by the concessionary TV licence, and this cost is paid by the Council.

2. Background

Television Licensing regulations allow for tenants who meet certain criteria to apply for an Accommodation for Residential Care (ARC) concessionary TV licence. Residents aged over 75 years or over receive a free TV licence. The council has participated in the ARC scheme for several years and covered the cost of the licence.

3. Detail

To receive an Accommodation for Residential Care (ARC) concessionary licence scheme, tenants need to be:

- Aged 60 years or over and not working for over 15 hours a week, or
- Aged under 60 and mentally or physically disabled, and
- Live in “sheltered” housing and receive 30 hours of care per week.

Having reviewed the ARC criteria, it is apparent that the ILS schemes are not eligible for ARC concessionary licensing. New tenants (under 75 years old) will be required to purchase a full TV licence.

Current tenants can have their ARC protected by applying for preserved rights which they will remain eligible for whilst they retain their tenancy or reach 75 years old.

The current policy of providing free TV licences for over 75s is being reviewed by the BBC. The policy review runs until 12 February 2019.

4. Financial implications

The council pays £7.50 per annum to TV Licensing for each ARC licence, and is not currently charged to tenants. The annual cost of providing ARC licences is approximately £2,850.00. Further detail is available in Appendix 1.

**Recommendation**

**The Committee is asked to RESOLVE that the Council applies for protected rights for tenants currently covered by the ARC Licence, and this cost is paid by the Council.**

Background papers

Nil

## APPENDIX 1

**Breakdown of Financial Implications**Current ARC costs

377 tenants are currently entitled to an annual ARC Concessionary TV Licence at £7.50 each.

Tenant Age as at 31/12/2018	Units	Cost to BBC (£)
ARC licence	377	2,827.50
Total	377	2,827.50

Projected Future Costs

Of the current tenants who would potentially be transferred onto “preserved rights”, their age-profile is as follows:

Under 60	60-65	66-69	70-74
64	68	88	157

This age-profile shows that the number of tenants with preserved rights will reduce each year as tenants reach 75 years old and become eligible for a free TV licence (subject to the outcome of the BBC review of free TV Licences for the over 75s).

Licencing Administration Costs

The cost to administer this scheme is currently included within the existing staffing establishment.

## Report of the Chief Executive

**JOINT WORKING AGREEMENT WITH NOTTINGHAMSHIRE FIRE AND RESCUE SERVICE**1. Purpose of report

To seek approval for Broxtowe Borough Council to be a signatory to a Joint Working Agreement between Nottinghamshire Local Authorities and Nottinghamshire Fire and Rescue Service, and for authorisation to be given to the Chief Executive to sign the Joint Working Agreement on behalf of the Council.

2. Detail

Responsibility for enforcement of fire safety legislation in dwellings is split between the Fire and Rescue Service and district councils, depending on the circumstances. Where the roles are not clearly defined in law, this can lead to confusion, duplication, or premises 'slipping through the net'. For this reason, the Nottinghamshire Fire and Rescue Service and the district councils in the county produced a Joint Working Agreement several years ago to clarify roles. This has been extremely beneficial as a working document. A revised document, taking into account changes in legislation, has now been produced and is attached at the appendix.

**Recommendation**

**The Committee is asked to RESOLVE that:**

- 1. Broxtowe Borough Council be a signatory to the Joint Working Agreement with Nottinghamshire Fire and Rescue Service.**
- 2. The Chief Executive be authorised to sign the Agreement on behalf of Broxtowe Borough Council.**

Background papers

Nil

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**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

# JOINT WORKING AGREEMENT

## IMPROVING FIRE SAFETY IN RESIDENTIAL ACCOMMODATION



**Joint Working Principles and Enforcement Protocol  
between the Regulators of the Housing Act 2004 and  
Regulatory Reform (Fire Safety) Order 2005**

## Contents

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## 1. Introduction

1.1 This agreement establishes the principles and describes the joint working arrangements between the Nottinghamshire Local Housing Authorities (collectively described as the Local Housing Authority or LHA) and Nottinghamshire Fire & Rescue Service (NFRS) to deliver the objective of improved fire safety in residential accommodation. It is a framework which provides the basis for detailed local arrangements whilst encouraging collaboration throughout the County of Nottinghamshire, based upon the Chartered Institute of Environmental Health's Protocol between Local Housing Authorities and Fire and Rescue Authorities to improve Fire Safety (2007).

1.2 The introduction of the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005 (RRO) has imposed an analogous duty of two statutory authorities to enforce certain fire safety provisions within such housing. (A summary of the respective legislation is available as Appendix A).

1.3 NFRS has a statutory duty to enforce the provisions of the RRO, which are applicable in the common areas of all residential accommodation not forming a single private dwelling. (The RRO applies to all parts of a House in Multiple Occupation (HMO), specifically if a Prohibition Notice is required to be served, under Article 31 of the RRO for serious fire safety matters immediately effecting life safety). When a prohibition is served, it does not necessarily need to only be served on the parts that relate to the fire service but can be served on the whole building.

1.4 Where reasonably practicable the lead enforcing Authority should serve the appropriate prohibition notice/order. Where notices/orders are served by an Authority that do not have primacy with regard to the legislation, notices/orders must be retracted and replaced by the lead Authority at the earliest available opportunity.

1.5 Conversely, LHA's are responsible for implementing the various licensing requirements of the Housing Act 2004 ('The Act') and utilising the

Housing Health & Safety Rating System (HHSRS) to identify and if necessary act upon, significant hazards found within all housing.

1.6 This agreement seeks to provide the efficient use of resources, implement appropriate review and monitoring arrangements, identify the separate areas of inspection and enforcement and provide for urgent or complex requests for assistance from either party. It seeks to provide both parties, as far as is reasonably practical, with a measure of confidence that they are discharging their respective, legislative duties.

1.7 These collaborative working arrangements, which support the governments broader agenda for partnership working, will enable both authorities to promote fire and certain other safety provisions within a broader range of premises than would have not been possible if they had acted independently or undertaken joint inspections.

1.8 Nothing in this agreement shall be considered as creating a contractual relationship, a contract of employment or a relationship of principal and agent between the parties and shall not add to in any way the existing statutory duties of the parties. No party to this agreement shall hold itself out as being authorised to enter any contract on behalf of any other party or in any other way bind any other party to the performance, variation, release or discharge of any other obligation otherwise than in circumstances expressly or implicitly permitted by this agreement.

1.9 This document does not cover Fire Safety in Mobile Homes and Licensed Park Sites. This is covered by a separate document which is part of ongoing work.

1.10 The signatories to this protocol are shown in Appendix B.

## 2. Underlying Principles

2.1 The underlying principles of this agreement are as follows;

- To provide clarity relating to the enforcement role of each Authority, thereby preventing duplication of effort and ensuring a more effective approach.
- To ensure that specialist skills, advice and support mechanisms are available to each Authority.
- To ensure that the current national guidance, on the appropriate standards of fire and other safety provisions are provided and maintained in residential accommodation.
- To develop data sharing arrangements through established paths.
- To encourage closer working arrangements between the Authorities.
- To assist landlords and other providers with the appropriate level of support and guidance.
- To ensure that only one lead Authority exists for each relevant section of a premises.

## 3. Lead Enforcing Roles

3.1 The lead enforcing roles table below provides a general guide; discussions and consultation between the Authorities may need to take place to ensure compliance with appropriate legislation is attained whilst offering clarity to the 'responsible person'. The lead authorities table reflects the local housing stock within Nottinghamshire.

3.2 Enforcing authorities may wish to consider the opportunities afforded by The Local Government Act 1972 Section 101 in appropriate cases. This is detailed in Appendix D

3.3 Whilst it is appreciated that the legislative position and the provision and management of Supported Housing is complex, this category of premises does fall within the scope of this agreement and joint collaboration will take place as appropriate. Supported Housing is deemed to be classed as housing where there is 24 hours of care provided on site by a live-in carer.

3.4 There will also be special circumstances in which Local Authorities refer 'vulnerable persons' to a range of commercial premises. This will particularly include Hotel type accommodation and Local Authorities will inform the NFRS of these lists of premises. This will further help to inform the NFRS risk based inspection programme.

3.5 NFRS undertake planned inspections as determined by their risk based inspection programme in any identified type of premises or in a particular locality as they deem necessary. Prior to starting any such series of inspection programmes, consultation should take place to ensure that duplication of inspection and enforcement does not occur. Any such programmes may, subject to local agreement take place individually, collaboratively or jointly and should complement the inspection programme of the Local Housing Authority and should have cognisance of the Regulators Code.

3.6 Where necessary emergency action will be taken by either Authority to reduce any immediate risk. However, further remedial enforcement will only be undertaken following consultation with the designated lead Authority. Nothing in this protocol will prevent either Authority undertaking specific individual monitoring or enforcement action if appropriate.

3.7 The table below lists the Authority that will normally take the appropriate actions as it relates to inspection, enforcement and prosecution in different types

of property; this table provides a general guide and cannot cover every possible situation and certain premises may fall under more than one category.

i.	Single family dwellings (whether or not subject to selective licensing)	LHA
ii.	Houses in Multiple Occupation as defined in s254 Housing Act 2004 (for definition see Appendix G) whether or not subject to licensing under Part 2 of the Housing Act.	LHA
iii.	Houses in Multiple Occupation as defined in s257 Housing Act 2004 (for definition see Appendix H) 1 – 5 storeys (whether licensable or not)	LHA
iv.	Houses in Multiple Occupation as defined in s257 Housing Act 2004 6 or above storeys (whether licensable or not). If below 6 storeys but a complex layout consult with NFRS where appropriate.	LHA lead with mandatory consultation with NFRS
v.	<p>Purpose built blocks of self-contained flats 6 storeys or above and/or where the means of escape to the final exit extends over 45 metres to an ultimate place of safety.</p> <p>If below 6 storeys but a complex layout consult with NFRS where appropriate.</p> <p>Where this property is regulated by ANUK this must be referred back to ANUK for an initial investigation but where necessary LHA enforce as appropriate.</p>	LHA lead with a joint inspection and mandatory consultation with NFRS
vi.	Individual commercial premises with 60 minutes' fire separation between that and residential accommodation above and there are other 'relevant persons' living within the accommodation.	NFRS lead with consultation to LHA in instances of non-compliance
vii	<p>Commercial Premises with residential above where there is shared means of escape</p> <p>NB: The door leading from the commercial unit to the</p>	Commercial NFRS Residential LHA

	<p>shared means of escape forms part of the commercial unit and enforcement falls to NFRS.</p> <p>If there is a commercial element located on first (or above) floors then consult NFRS.</p>	
viii	<p>Commercial premises with persons sleeping within the commercial element of the property utilising it as a dwelling.</p> <p>NB: Once works have been completed to make safe NFRS will hand over the residential premises to LHA</p>	NFRS
ix	Sheltered Housing	NFRS
x	Supported Living – premises where 24 hour care is provided to the occupant by an employee who is on site at all times.	NFRS
xi	<p>Hotels – premises used solely as a hotel and the following criteria are met:</p> <ul style="list-style-type: none"> <li>▪ Guests can book online</li> <li>▪ Booked in and out using a booking system which can be inspected by the enforcing Authority</li> <li>▪ Guests staying on a short term basis i.e. less than 3 months on a continuous basis;</li> <li>▪ Cooking facilities are not provided within the rooms apart from occasional facilities such as tea and coffee making facilities</li> <li>▪ Housing Benefit or other consideration is NOT paid for the person in relation to the premises</li> </ul>	NFRS
xii	Hotels – dual usage as a hotel and permanent (3 months plus) accommodation with clearly defined separation between hotel and private dwellings. The use of the premises brings it within the definition of a s254 HMO (see points 3.10 and 3.11 below).	LHA

	If there is not clear separation the refer to point xi above.	
xiii	Hostel used for temporary accommodation (1 – 3 months)	NFRS
ix	Hostel used for 'permanent accommodation' and significant used is determined to be a HMO see 3.10 and 3.11 below.	LHA
xv	Refuge (unless occupied as a shared house) <ul style="list-style-type: none"> <li>▪ Booked in and out using a register system which can be inspected by the enforcing Authority</li> <li>▪ Residents staying on a short term basis i.e. less than 3 months on a continuous basis;</li> </ul>	NFRS
xvi	B&B used solely as bed and breakfast accommodation and the following criteria are met: <ul style="list-style-type: none"> <li>▪ Guests can book online</li> <li>▪ Booked in and out using a booking system which can be inspected by the enforcing Authority</li> <li>▪ Guests staying on a short term basis i.e. less than 3 months on a continuous basis;</li> <li>▪ Cooking facilities are not provided within the rooms apart from occasional facilities such as tea and coffee making facilities</li> <li>▪ Housing Benefit or other consideration is NOT paid for the person in relation to the premises</li> </ul>	NFRS
xvii	B&B type accommodation such as AirBNB, rent a room or similar set up that is used as permanent accommodation i.e. 3 months on a continuous basis and significant used is determined to be a HMO see 3.10 and 3.11 below.	LHA
xvii	Multi-occupied residential accommodation that is owned or managed by; <ul style="list-style-type: none"> <li>• The LHA</li> <li>• Registered Social Landlords</li> </ul>	NFRS

xviii	Registered Social Landlords	NFRS to do Fire Safety LHA Part 1 of the Act
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3.8 Consultation should also take place to ensure that duplication of inspection and enforcement does not occur. Where practicable this would be conducted in a face to face meeting however, where resources do not permit this then this may be conducted via skype, email or telephone.

3.9 Where there is doubt over who is the lead enforcing Authority is, it may be necessary to have case management meeting between NFRS and LHA and/or seek legal clarity. Following this decision there must be a formal handover of the property to the lead Authority and decision-making document signed off by manager(s).

3.10 Where it becomes apparent that a property may have a dual usage (commercial and residential including Airbnb; rent-a-room and similar style accommodation) then it will be necessary for the LHA to undertake investigations in order to ascertain the significant usage of that property. Where the LHA is satisfied that there is significant usage of that property is as an s254 HMO they must consult with NFRS on this before taking enforcement action. Following this consultation, a Housing Act 2004 s255 Declaration will be served which will formalise the LHA’s opinion of this fact. In this instance, the lead Authority will be the LHA, however, consultation over fire safety standards will be sought with NFRS and it is likely that a higher level of fire safety requirements will be required depending on the needs of the building and level of risk posed.

3.11 Where the property has dual usage, but is not declared to be an HMO using provisions of s255 of the Act then the enforcement will remain with NFRS and H&S. However, where there are private dwelling(s) contained within the hotel which are used for permanent accommodation then provisions of Part 1 of the Act apply to that room and LHA will enforce using HHSRS as is



appropriate. NFRS will enforce RRO for the whole building including the room(s) used as a private dwelling.

3.12 For purpose built blocks of flats where building elements such as entrance doors are inadequate for fire safety, work should be undertaken by NFRS and LHA to establish the terms of the lease between the landlord and tenant/leaseholder. Appropriate intervention should be undertaken to ensure that the protection of escape routes is maintained by the responsible person. Where access is required to the private dwelling to inspect the door, NFRS will liaise with LHA to arrange access.

#### **4. What will Local Housing Authorities do?**

4.1 Undertake, in line with their statutory requirements, monitoring and inspection of premises identified in Section 3 of this agreement.

4.2 Enforce fire safety standards in accordance with the provisions of the Act, having regard to relevant published documents including the statutory operating and enforcement guidance on the Housing Health and Safety Rating System and in accordance with any guidance jointly agreed with the Fire & Rescue Authority for example the National Fire Safety Guidance 2008, LACORS Housing Fire Safety Guidance on Fire Safety provisions for certain types of existing housing (2008).

4.3 LHA will, when taking enforcement action under the Act, have regard to the principles and requirements of the Fire Safety Order.

4.4 Although LHA may offer a suitable alternative means of complying with fire safety requirements in residential accommodation they will also:

- Ensure that guidance is provided for landlords of relevant multi occupied properties on undertaking their own fire risk assessments in accordance with the Fire Safety Order.

- Ensure that the owner/landlord is given in writing the opportunity to propose alternative means of complying with the fire safety requirements in accordance with their own fire risk assessment. In most cases, it is expected that this will be discussed with the owner/landlord prior to the service of any relevant housing notice.
- Where such alternatives are brought forward by the owner/landlord in respect of HMO's and buildings converted to flats, consult with the NFRS.

4.5 Undertake consultation with NFRS in line with the criteria detailed in section 6 of this agreement.

4.6 Provide NFRS with relevant, timely and comprehensive data in an agreed format to enable those authorities to maintain adequate property and risk based data sets.

4.7 Use the full range of powers under the Act, including Emergency Prohibition Orders, where appropriate.

4.8 Provide NFRS with suitable out of hours contact details, for their homelessness unit, so that where appropriate consideration is given to ensure vulnerable persons are not left homeless as a result of emergency enforcement action.

4.9 Where NFRS serves a Prohibition Notice on a premises the LHA housing/emergency planning department may be able to assist with the rehousing of the displaced persons if there is a statutory duty to do so.

## 5. What will Nottinghamshire Fire & Rescue Service do?

5.1 Undertake, in line with their risk based inspection programme, monitoring and auditing of premises identified in Section 3 of this agreement which fall under the scope of the RRO.

5.2 Enforce fire safety standards in accordance with the RRO, having regard to relevant published documents and in accordance with any guidance, jointly agreed with the LHA.

5.3 Undertake consultation with LHA and will provide them with relevant, timely and comprehensive data to enable those authorities to maintain adequate property and risk-based data sets.

5.4 Provide LHA with relevant information that should assist matters to be addressed by those authorities. (This may include such information as apparent overcrowding, poor management or unsafe practices by tenants).

5.5 Undertake to inform the LHA of any relevant fire incident in premises covered by the agreement that are privately rented and require an NFRS Level 2 fire investigation. Joint investigations between the partners may be undertaken as appropriate.

5.6 NFRS is an emergency organisation which provides twenty-four hour cover. Information about dangerous fire safety conditions may come via complaints or post incident and may occur outside normal working hours. NFRS are under an obligation to take action in such situations. Where possible, and especially outside of normal office hours, efforts will be made to mitigate the dangerous conditions and LHA will be informed as soon as practicably possible.

5.7 Provide LHA with relevant contact details and detail relating to other specialism's that are held within the service that may assist partners. This will

particularly include detail and awareness relating to the Arson Reduction and Investigation Team and other Fire Prevention and/or Protection facilities.

5.8 NFRS have no duty to re-house occupants following the serving of a Prohibition Notice under the RRO.

## **6. Consultation**

6.1 All Authorities are committed to work together to ensure safer premises and regular consultation is seen to be an essential part of those processes, as follows:

### **6.2 Strategic Level Consultation**

6.2.1 The principal meeting for discussion will be the Chief Officers Housing Working Group, hosted by the Local Authorities. NFRS will attend 3 meetings (every other meeting) and a specific agenda item relating to fire safety will form a part of those meetings.

6.2.2 Further meetings may be arranged, as deemed appropriate by both partners.

### **6.3 Tactical Level Consultation**

6.3.1 As required, consultation between Local Housing Standards Officer and the Fire Protection Inspecting Officer, should take place to discuss and resolve emergency issues and more complex situations.

### **6.4 Individual Consultation**

6.4.1 If a scheme of works for an individual property is in compliance with legislative requirements and any jointly agreed guidance such as the LACORS Guidance (2008); then consultation is deemed to have taken place under section 10 of the Act. A document will be signed by the LHA to state the property is in

compliance with the agreed guidance and therefore consultation is not required (see Appendix D).

6.4.2 Where alternatives to schemes are offered that are seen to be outside national guidance or problematic/non-standard premises are involved (complex layout; 6 storeys or above, the travel distance to an ultimate place of safety extends beyond 45 meters), full consultation should take place. Each Authority will aim to respond to consultation requests within 7 days, this will take place via a formal consultation form (see Appendix E)

6.4.3 Where practicable it will be considered best practice for face to face consultation to occur. However due to resources this may not be feasible in all circumstances and therefore this may be undertaken via virtual means such as email, skype, telephone etc.

6.4.4 Where necessary, in complex premises, joint inspections may be undertaken to agree a suitable standard prior to the taking of enforcement action by the most appropriate Authority.

## **7. Communication**

7.1 Local communication channels will be established between NFRS and the respective LHA.

7.2 Each Authority undertakes, so far as they are able, to provide the other with assistance and information about their respective legislation to promote mutual understanding and efficient working.

7.3 Each partner is committed to encourage opportunities for offering joint training and awareness raising toward each other and between partners and landlords.

## 8. Monitoring and Evaluation

8.1 Any changes to this agreement, other than minor administrative changes, will be subject to approval at strategic level and the signatories to the agreement.

8.2 This agreement will commence on the 1<sup>st</sup> November 2018.

8.3 An initial review of this agreement will be undertaken jointly by the parties in 6 months and then periodically after this date and following any legislative or policy changes.

## 9. Data Exchange

9.1 Each LHA and NFRS will establish a local Information Sharing Agreement in order to share information lawfully and in compliance with the General Data Protection Regulations 2018. This may include the provision of information (as detailed in Appendix D & E) to NFRS, enabling them to populate their premises databases and should particularly include;

- Premises that comprise commercial premises, with associated residential accommodation (For example Public Houses where there is accommodation associated with the employment conditions) and sheltered housing.
- Hostels/ B&B/ Hotels
- Multi-occupied residential accommodation that is owned or managed by;
  - The LHA
  - Registered Social Landlords

- Those commercial type premises to which Local Authorities refer 'vulnerable persons'.

9.2 LHA and NFRS will provide six monthly updates of this data.

9.3 Both authorities will ensure that the information is marked as confidential and will not disclose it to other organisations without consent. Authorities will not use or disclose information supplied pursuant to this agreement without consulting the originating Authority. All information whether held on paper, files or computer/digital media will be disposed of as confidential waste.

## 10. Approval

10.1 The agreement will be approved and endorsed at a suitable strategic management level by both the LHA and NFRS.

## 11. Appendix A: Summary of Relevant Legislation

### Regulatory Reform (Fire Safety) Order 2005

The Regulatory Reform (Fire Safety) Order 2005 (Fire Safety Order) requires responsible persons to undertake a fire risk assessment to identify the general fire precautions they need to take to ensure as far as is reasonably practicable, the safety of relevant persons from fire. This does not apply in single residential accommodation.

Having identified the general fire precautions necessary, the responsible person must implement them. Where five or more persons are employed or any form of license or certification or an Article 29 Alterations Notice has been issued to the premises, the significant findings of the fire risk assessment must be recorded.

The responsible person is identified as the employer, the occupier, or the owner as far as their control extends. In premises covered by this agreement which are not workplaces, the landlord or managing agent is likely to be the responsible person. Tenants must cooperate with the person responsible.

In most cases, NFRS is charged with a duty to enforce the RRO and have a range of enforcement options, from education and advice, through to formal enforcement notices and prohibition notices. Failure to comply with the RRO may constitute a criminal offence.

In general, the RRO applies to all areas of premises except those areas occupied as private domestic dwellings. Where there are areas used in common by the occupants of more than one such dwelling, the RRO applies.



## **The Housing Act 2004**

The Housing Act 2004 includes the requirement for the local authorities to review housing conditions within their area with a view to identifying any action that may need to be taken about those conditions under the provisions contained within the Act.

In relation to this, Part 1 of the Housing Act 2004 replaces existing housing fitness standard with an evidence based risk assessment procedure called the Housing Health and Safety Rating System.

The Housing Health and Rating System is used to assess twenty nine categories of housing hazard and to provide a rating for each hazard. A hazard rating is indicated by a numerical score which is placed within one of ten bands from A to J. Numerical scores within bands A to Care Category 1 hazards and scores in bands D to J are Category 2 hazards.

The rating and category of hazard are used to inform decisions about what type of enforcement action a Local Authority may need to take in relation to the hazard. The types of enforcement action which are available to local authorities are outlined in the Act and include improvement notices, prohibition orders, hazard awareness notices, emergency remedial action, emergency prohibition orders and demolition orders, and slum clearance declarations.

'Fire' is one of the categories of hazard which is assessed under the system. It includes threats from exposure to uncontrolled fire and associated smoke at a dwelling.

Where a LHA has identified a prescribed "Category 1 or 2" fire hazard in a House in Multiple Occupation or in many common parts of a building continuing one or more flats and intend to take enforcement action, section 10 of the Act requires the local Authority to consult the Fire and Rescue Authority for the area in which the House in Multiple Occupation or building is situated, unless it has already deemed to have consulted. In the event of the Authority proposing to carry out emergency measures the need to consult the NFRS is a duty so far as it is practicable before carrying out those emergency measures:

## S 10: Consultation with fire and rescue authorities in certain cases

(1) This section applies where a Local Housing Authority—

(a) Are satisfied that a prescribed fire hazard exists in an HMO or in any common parts of a building containing one or more flats, and

(b) Intend to take in relation to the hazard one of the kinds of enforcement action mentioned in section 5(2) or section 7(2).

(2) Before taking the enforcement action in question, the Authority must consult the Fire and Rescue Authority for the area in which the HMO or building is situated.

(3) In the case of any proposed emergency measures, the Authority's duty under subsection (2) is a duty to consult that Fire and Rescue Authority so far as it is practicable to do so before taking those measures.

(4) In this section—

- “emergency measures” means emergency remedial action under section 40 or an emergency prohibition order under section 43;
- “Fire and Rescue Authority” means a fire and rescue Authority under the Fire and Rescue Services Act 2004 (c. 21);
- “Prescribed fire hazard” means a category 1 or 2 hazard which is prescribed as a fire hazard for the purposes of this section by regulations under section 2.

Part 2 of the Housing Act 2004 introduces a licensing scheme for Houses in Multiple Occupation. The Act introduces three types of licensing scheme which local authorities can use. These are mandatory licensing, additional licensing of properties not covered by the mandatory scheme and, under certain circumstances, selective licensing of all private rented property within a neighbourhood.

The Act outlines the conditions for the granting or refusal of licenses by a Local Authority and this includes the suitability of a property for multiple occupations.

With regard to the fire safety, this is further elaborated in the Licensing and Management of Houses in Multiple occupation and other Houses (Miscellaneous Provisions) (England) Regulations 2006 No.373, schedule 3 which states that appropriate fire precaution facilities and equipment must be provided of such type

number and location as is considered necessary' and also in the Management of HMO (England) Regulations 2006 No.272, "the duty of the manager to the safety measures within the premises".

## 12. Appendix B: Signatories to Agreement

Authority	Title	Name	Signature & Date
<b>Nottinghamshire Fire &amp; Rescue Service</b> Bestwood Lodge Drive Arnold Nottingham NG5 8PD 0115 9670880			
<b>Bassetlaw District Council</b> Queens Buildings Potter Street Worksop Nottinghamshire S80 2AH			
<b>Newark &amp; Sherwood District Council</b> Newark and Sherwood District Council Castle House Great North Road Newark Nottinghamshire NG24 1BY			
<b>Mansfield District Council</b> Civic Centre Chesterfield Road South Mansfield Nottinghamshire NG19 7BH 01623 463463			
<b>Ashfield District Council</b> Urban Road Kirkby-In-Ashfield Nottinghamshire NG17 8DA 01623 450000			
<b>Rushcliffe Borough Council</b> Rectory Road West Bridgford Nottingham NG2 6BU			
<b>Gedling Borough Council</b> Civic Centre Arnot Hill Park Arnold Nottingham NG5 6LU 0115 901 3901			
<b>Broxtowe Borough Council</b> Council Offices Foster Avenue Beeston Nottingham NG9 1AB			

0115 917 3438			
<b>Nottingham City Council</b> Loxley House Station Street NG2 2NG 0115 915 555			

## 12. Appendix C: Local Authority Team Contacts

Authority	Team Name	Team Email	Telephone Number
Bassetlaw District Council	Environmental Health	<a href="mailto:environmental.health@bassetlaw.gov.uk">environmental.health@bassetlaw.gov.uk</a>	01909 533533
Newark & Sherwood District Council	Environmental Health	<a href="mailto:environmental.health@newark-sherwooddc.gov.uk">environmental.health@newark-sherwooddc.gov.uk</a>	01636 650000
Ashfield District Council	Private Sector Enforcement	<a href="mailto:privatesectorenforcement@ashfield.gov.uk">privatesectorenforcement@ashfield.gov.uk</a>	01623 457345
Rushcliffe Borough Council	Food, Health & Safety and Housing	<a href="mailto:pscotney@rushcliffe.gov.uk">pscotney@rushcliffe.gov.uk</a>	0115 9148242
Gedling Borough Council	Public Protection Service	<a href="mailto:enquiries@gedling.gov.uk">enquiries@gedling.gov.uk</a>	0115 9013872
Broxtowe Borough Council	Private Sector Housing Team	<a href="mailto:health@broxtowe.gov.uk">health@broxtowe.gov.uk</a>	0115 9173438
Nottingham City Council	Safer Housing Team	<a href="mailto:saferhousing@nottinghamcity.gov.uk">saferhousing@nottinghamcity.gov.uk</a>	0115 8761315
Mansfield District Council	Private Sector Housing	<a href="mailto:adminpsh@mansfield.gov.uk">adminpsh@mansfield.gov.uk</a>	01623 463212 and 01623 463702
Nottinghamshire Fire and Rescue	Persons at Risk Team	<a href="mailto:personsatrisk@notts-fire.gov.uk">personsatrisk@notts-fire.gov.uk</a>	0115 8388222
	District Prevention (City and South)	<a href="mailto:communitysafetycityandsouth@notts-fire.gov.uk">communitysafetycityandsouth@notts-fire.gov.uk</a>	
	District Prevention (North)	<a href="mailto:Communitysafetynorth@notts-fire.gov.uk">Communitysafetynorth@notts-fire.gov.uk</a>	
	Education Team	<a href="mailto:Education.team@notts-fire.gov.uk">Education.team@notts-fire.gov.uk</a>	
	Fire Investigation	<a href="mailto:FireInvestigationTeam2@notts-fire.gov.uk">FireInvestigationTeam2@notts-fire.gov.uk</a>	0115 8388228
	Fire Protection Team North	<a href="mailto:fireprotectionnorth@notts-fire.gov.uk">fireprotectionnorth@notts-fire.gov.uk</a>	0115 8388207
	Fire Protection Team South	<a href="mailto:fireprotectionsouth@notts-fire.gov.uk">fireprotectionsouth@notts-fire.gov.uk</a>	0115 9575257

**14. Appendix D: S10 Housing Act 2004 Deemed Consultation**

Address of Property:

I can confirm that this property meets one of the standard layouts contained within the Case Studies (D1 to D15 on pages 37 to 51) of the LACORS Fire Safety document. Therefore it is deemed that consultation with NFRS as required by section 10 of the Housing Act 2004 has taken place.

The case study D.... on page(s) .... is relevant to this property

Name:

Signature:

Designation:

Date:

15. Appendix E: Consultation Document

Ref: «no\_off\_c»/Flare/«no\_ref»  
LA Ref: «no\_laref»

CONSULTATION	
Address:	
Consultee(s):	
Date of Consultation:	
Licensed Property:	
Number of Storeys:	
Layout:	
DETAIL OF CONSULTATION	
INSPECTION DETAILS	
Date:	
Met with:	
Findings:	
RECOMMENDATION(S)	

I «Ac\_off\_name\_full» confirm that I have considered the consultation in relation to «no\_prem\_addr\_all»

Officer Signature:

Dated:



**16. Appendix F: The Local Government Act 1972 Section 101**

101 Arrangements for discharge of functions by local authorities

(1) Subject to any express provision contained in this Act or any Act passed after this Act, a local Authority may arrange for the discharge of any of their functions—

- (a) By a committee, a sub-committee or an officer of the Authority; or
- (b) By any other local Authority.

**[F1(1A)**A local Authority may not under subsection (1)(b) above arrange for the discharge of any of their functions by another local Authority if, or to the extent that, that function is also a function of the other local Authority and is the responsibility of the other Authority's executive.

(1B) Arrangements made under subsection (1)(b) above by a local Authority ("the first Authority") with respect to the discharge of any of their functions shall cease to have effect with respect to that function if, or to the extent that,—

- (a) The first Authority are operating or begin to operate executive arrangements, and that function becomes the responsibility of the executive of that Authority; or
- (b) The Authority with whom the arrangements are made ("the second Authority") are operating or begin to operate executive arrangements, that function is also a function of the second Authority and that function becomes the responsibility of the second Authority's executive.

(1C) Subsections (1A) and (1B) above do not affect arrangements made by virtue of section 19 of the Local Government Act 2000 (discharge of functions of and by another Authority).]

(2) Where by virtue of this section any functions of a local Authority may be discharged by a committee of theirs, then, unless the local Authority otherwise direct, the committee may arrange for the discharge of any of those functions by a sub-committee or an officer of the Authority and where by virtue of this section any functions of a local Authority may be discharged by a sub-committee of the Authority, then, unless the local Authority or the committee otherwise direct, the sub-committee may arrange for the discharge of any of those functions by an officer of the Authority.

(3) Where arrangements are in force under this section for the discharge of any functions of a local Authority by another local Authority, then, subject to the terms of the arrangements, that other Authority may arrange for the discharge of those functions by a committee, sub-committee or officer of theirs and subsection (2) above shall apply in relation to those functions as it applies in relation to the functions of that other Authority.

(4) Any arrangements made by a local Authority or committee under this section for the discharge of any functions by a committee, sub-committee, officer or local Authority shall not prevent the Authority or committee by whom the arrangements are made from exercising those functions.

(5) Two or more local authorities may discharge any of their functions jointly and, where arrangements are in force for them to do so,—

(a) they may also arrange for the discharge of those functions by a joint committee of theirs or by an officer of one of them and subsection (2) above shall apply in relation to those functions as it applies in relation to the functions of the individual authorities; and

(b) any enactment relating to those functions or the authorities by whom or the areas in respect of which they are to be discharged shall have effect subject to all necessary modifications in its application in relation to those functions and the authorities by whom and the areas in respect of which (whether in pursuance of the arrangements or otherwise) they are to be discharged.

[F2 (5A) Arrangements made under subsection (5) above by two or more local authorities with respect to the discharge of any of their functions shall cease to have effect with respect to that function if, or to the extent that, the function becomes the responsibility of an executive of any of the authorities.

(5B) Subsection (5A) above does not affect arrangements made by virtue of section 20 of the Local Government Act 2000 (joint exercise of functions).]

(6) A local Authority's functions with respect to levying, or issuing a precept for, a rate F3 . . . shall be discharged only by the Authority.

[F4 (6A) Community Infrastructure Levy under Part 11 of the Planning Act 2008 is not a rate for the purposes of subsection (6).]

(7) F5 . . . . .

(7A) F6 . . . . .

(8) Any enactment, except one mentioned in subsection (9) below, which contains any provision—

(a) Which empowers or requires local authorities or any class of local authorities to establish committees (including joint committees) for any purpose or enables a Minister to make an instrument establishing committees of local authorities for any purpose or empowering or requiring a local Authority or any class of local authorities to establish committees for any purpose; or

(b) Which empowers or requires local authorities or any class of local authorities to arrange or to join with other authorities in arranging for the exercise by committees so established or by officers of theirs of any of their functions, or provides that any specified functions of theirs shall be discharged by such committees or officers, or enables any Minister to make an instrument conferring such a power, imposing such a requirement or containing such a provision;

shall, to the extent that it makes any such provision, cease to have effect.

(9)The following enactments, that is to say—

**F7**(a). . . . .

**F8**(b). . . . .

**F9**(c). . . . .

(d)**F10**. . . . .

**F11**(e). . . . .

(f)**F12**. . . . .

**F13**(g). . . . .

**F14**(h). . . . .

are exempted from subsection (8) above.

(10) This section shall not authorise a local Authority to arrange for the discharge by any committee, sub-committee or local Authority of any functions which by any enactment mentioned in subsection (9) above are required or authorised to be discharged by a specified committee, but the foregoing provision shall not prevent a local Authority who are required by or under any such enactment to establish, or delegate functions to, a committee established by or under any such enactment from arranging under this section for the discharge of their functions by an officer of the local Authority or committee, as the case may be.

**[F15** (10A) In determining what arrangements to make for the discharge of any functions, a principal council in Wales may act as if paragraph (f) were omitted from subsection (9) above.]

**F16** (11). . . . .

(12)References in this section and section 102 below to the discharge of any of the functions of a local Authority include references to the doing of anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of those functions.

(13) In this Part of this Act “local Authority” includes the Common Council, the Sub-Treasurer of the Inner Temple, the Under Treasurer of the Middle Temple, **[F17]** the London Fire and Emergency Planning Authority, **[F18]** any joint Authority except a police Authority, **[F19]** an economic prosperity board, a combined Authority, **[F20]** a joint waste Authority, **[F21]** . . .] a joint board on which a local Authority within the meaning of this Act or any of the foregoing authorities are represented and, without prejudice to the foregoing, any port health Authority.

(14) Nothing in this section affects the operation of section 5 of the 1963 Act or the **M1** Local Authorities (Goods and Services) Act 1970.

**[F22]** (15) Nothing in this section applies in relation to any function under the Licensing Act 2003 of a licensing Authority (within the meaning of that Act).]

## 17. Appendix G Definition of a section 254 House in Multiple Occupation as contained within the Housing Act 2004

### 254 Meaning of “house in multiple occupation”

(1) For the purposes of this Act a building or a part of a building is a “house in multiple occupation” if—

- (a) it meets the conditions in subsection (2) (“the standard test”);
- (b) it meets the conditions in subsection (3) (“the self-contained flat test”);
- (c) it meets the conditions in subsection (4) (“the converted building test”);
- (d) an HMO declaration is in force in respect of it under section 255; or
- (e) it is a converted block of flats to which section 257 applies.

(2) A building or a part of a building meets the standard test if—

- (a) it consists of one or more units of living accommodation not consisting of a self-contained flat or flats;
- (b) the living accommodation is occupied by persons who do not form a single household (see section 258);
- (c) the living accommodation is occupied by those persons as their only or main residence or they are to be treated as so occupying it (see section 259);
- (d) their occupation of the living accommodation constitutes the only use of that accommodation;
- (e) rents are payable or other consideration is to be provided in respect of at least one of those persons' occupation of the living accommodation; and
- (f) two or more of the households who occupy the living accommodation share one or more basic amenities or the living accommodation is lacking in one or more basic amenities.

(3) A part of a building meets the self-contained flat test if—

- (a) it consists of a self-contained flat; and
- (b) paragraphs (b) to (f) of subsection (2) apply (reading references to the living accommodation concerned as references to the flat).

(4) A building or a part of a building meets the converted building test if—

- (a) it is a converted building;

(b) it contains one or more units of living accommodation that do not consist of a self-contained flat or flats (whether or not it also contains any such flat or flats);

(c) the living accommodation is occupied by persons who do not form a single household (see section 258);

(d) the living accommodation is occupied by those persons as their only or main residence or they are to be treated as so occupying it (see section 259);

(e) their occupation of the living accommodation constitutes the only use of that accommodation; and

(f) rents are payable or other consideration is to be provided in respect of at least one of those persons' occupation of the living accommodation.

(5) But for any purposes of this Act (other than those of Part 1) a building or part of a building within subsection (1) is not a house in multiple occupation if it is listed in Schedule 14.

(6) The appropriate national Authority may by regulations—

(a) make such amendments of this section and sections 255 to 259 as the Authority considers appropriate with a view to securing that any building or part of a building of a description specified in the regulations is or is not to be a house in multiple occupation for any specified purposes of this Act;

(b) provide for such amendments to have effect also for the purposes of definitions in other enactments that operate by reference to this Act;

(c) make such consequential amendments of any provision of this Act, or any other enactment, as the Authority considers appropriate.

(7) Regulations under subsection (6) may frame any description by reference to any matters or circumstances whatever.

(8) In this section—

- “basic amenities” means—

(a)

a toilet,

(b)

personal washing facilities, or

(c)

cooking facilities;

- “converted building” means a building or part of a building consisting of living accommodation in which one or more units of such accommodation have been created since the building or part was constructed;
- “enactment” includes an enactment comprised in subordinate legislation (within the meaning of the Interpretation Act 1978 (c. 30));
- “self-contained flat” means a separate set of premises (whether or not on the same floor)—
  - (a)  
which forms part of a building;
  - (b)  
either the whole or a material part of which lies above or below some other part of the building; and
  - (c)  
in which all three basic amenities are available for the exclusive use of its occupants.

## 18. Appendix H Definition of a section 257 House in Multiple Occupation as contained within the Housing Act 2004

257HMOs: certain converted blocks of flats

(1) For the purposes of this section a “converted block of flats” means a building or part of a building which—

(a) has been converted into, and

(b) consists of,

self-contained flats.

(2) This section applies to a converted block of flats if—

(a) building work undertaken in connection with the conversion did not comply with the appropriate building standards and still does not comply with them; and

(b) less than two-thirds of the self-contained flats are owner-occupied.

(3) In subsection (2) “appropriate building standards” means—

(a) in the case of a converted block of flats—

(i) on which building work was completed before 1st June 1992 or which is dealt with by regulation 20 of the Building Regulations 1991 (S.I. 1991/2768), and

(ii) which would not have been exempt under those Regulations,

building standards equivalent to those imposed, in relation to a building or part of a building to which those Regulations applied, by those Regulations as they had effect on 1st June 1992; and

(b) in the case of any other converted block of flats, the requirements imposed at the time in relation to it by regulations under section 1 of the Building Act 1984 (c. 55).

(4) For the purposes of subsection (2) a flat is “owner-occupied” if it is occupied—

(a) by a person who has a lease of the flat which has been granted for a term of more than 21 years,

(b) by a person who has the freehold estate in the converted block of flats, or

(c) by a member of the household of a person within paragraph (a) or (b).

(5) The fact that this section applies to a converted block of flats (with the result that it is a house in multiple occupation under section 254(1)(e)), does not affect the status of any flat in the block as a house in multiple occupation.

(6) In this section “self-contained flat” has the same meaning as in section 254.



**Report of the Chief Executive**

**HOUSE IN MULTIPLE OCCUPATION LICENCE FEES**

1. Purpose of report

To seek approval for a change to the fees charged for House in Multiple Occupation (HMO) licences.

2. Detail

On 6 April 2006, the Housing Act 2004 introduced mandatory licensing for HMOs that comprise three or more storeys and accommodate five or more occupants. Government guidance advised that licence fees should be set at a level that covers the Council's costs of administering the service. The fee was set by the then Housing, Health and Leisure Select Committee at its meeting on 29 March 2006.

As members of this committee will be aware, 2018 has seen the expansion of the compulsory licensing of HMOs to include properties that comprise two or more storeys and accommodate five or more occupants. A part time officer is to be recruited to assist with the increased number of license application and ensure these continue to be dealt with in a timely manner.

The original fee was set at £340 for a first application with reductions in certain circumstances, including multiple applications by the same owner, and where the owner is a member of a recognised landlords' association. This fee has risen over the years to reflect inflationary increases and is currently £475 for an application and £415 if discounted.

An internal audit of the HMO licensing process has recommended that the fee for licensing is re-assessed. This has been undertaken using a template which breaks down the process into its constituent parts and assigns the amount of time each of these takes. This is then multiplied by the hourly rate of the officer undertaking the task, resulting in an overall figure which totally justifiable if challenged. It is intended to discontinue the discount for membership of a landlords association as some of these do not undertake which would take time when processing a licensing application. A comparison of licence fees charged by other Nottinghamshire authorities and those adjoining Broxtowe this at the appendix.

The proposed licence fees are:

Full licence application or renewal	£560.00
Second or subsequent application	£480.00

**Recommendation**

**The Committee is asked to RECOMMEND the fees for HMO licence applications to the Finance and Resources Committee for introduction on 1 April 2019.**

Background papers

Nil

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## APPENDIX

HMO Licensing Fees of Nottinghamshire and neighbouring authorities  
(January 2019)

<b>AUTHORITY</b>	<b>FULL FEE (£)</b>	<b>DISCOUNTED FEE (£)</b>	<b>DISCOUNT NOTES</b>
Ashfield	700	-	-
Bassetlaw	552	492	Second or subsequent application. Accredited landlord.
Broxtowe	560 (proposed)	480 (proposed)	Second or subsequent application.
Gedling	740 (paper) 660 (on-line)	645 565	Accredited landlord.
Mansfield	634.60	-	-
Newark & Sherwood	520	440	Second or subsequent application.
Nottingham City	1330	990	Accredited landlord
Rushcliffe	557 to 722 (depending on size)	-	-
Amber Valley	520	-	-
Erewash	793	-	-

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## Joint Report of the Chief Executive and Interim Deputy Chief Executive

**BUSINESS PLANS AND FINANCIAL ESTIMATES 2019/20 - 2021/22**1. Purpose of report

To consider proposals for business plans; detailed revenue budget estimates for 2019/20; capital programme for 2019/20 to 2021/22; and proposed fees and charges for 2019/20 in respect of the Council's priority areas.

2. Detail

As part of the Council's performance management framework, the business and financial plans for the five corporate priority areas identified within the Corporate Plan 2016-2020 are brought together in one report so that the linkages between service priorities, spending proposals and targets are clear.

Under the Constitution, financial and business planning is reported to the Committee which has primary responsibility for oversight of the relevant corporate priority area and related services, in this case the Housing Committee.

The proposed Housing Business Plan is provided as a separate attachment to this report. The revenue and capital budget proposals for the corporate priority and relevant service areas, together with the proposed fees and charges, are provided in appendices 2a to 2c.

Following consideration by each respective Committee, a summary of the estimates, including any changes recommended, will be presented to the Finance and Resources Committee on 14 February 2019 for consideration and recommendation to Full Council on 6 March 2019.

**Recommendations**

The Committee is asked to **CONSIDER** the following and **RESOLVE** accordingly:

1. **the attached Housing Business Plan; and**
2. **a) the detailed revenue budget estimates for 2019/20 (base) including any revenue development submissions;**  
**b) the capital programme for 2019/20 to 2021/22;**  
**c) the fees and charges for 2019/20.**

Background papers

Nil

**APPENDIX 1****Introduction**

The Council's business and financial planning framework is one of identifying key service and spending pressures and prioritising resources accordingly, taking into account national and local priorities.

The targeted outcomes from these key issues and the anticipated impact on service performance are set out in Business Plans. These plans are combined with financial information, including proposals for reducing business costs and increasing income, to form the Business Plans for each priority area.

This report considers the detail in respect of the Business Plan covering the priority area of Housing. The financial consequences of the Business Plan, together with the expenditure and income from maintaining existing services, are set out in the revenue budget proposals, the capital programme and the proposed fees and charges which follow the plan.

Within the Housing Business Plan, attached to this report, there are some key tasks which can be met from existing resources or which relate to policy preparation. These are not included in the key spending proposals detailed in the appendices. Any planned activities which will have a financial implication either by increasing costs or reducing income by greater than £5,000 are identified, along with the financial impact in section 5 of the Business Plan.

There are also several key tasks where it is not appropriate to make financial provision at this stage. These include areas that are subject to external funding bids, partnership arrangements or where insufficient information exists at the present time. In addition, there are a number of capital schemes within the programme which are deemed to be 'awaiting funding' pending receipt of the necessary resources to complete them. These schemes will be brought forward for approval once a potential funding source has been identified.

All of these items will be the subject of further reports throughout 2019/20 as further information and resources become available. This will ensure that the business and financial planning framework is a fluid process.

**Business planning**

As part of the Council's performance management framework, it is the responsibility of this Committee to consider the Housing Business Plan prior to recommendations being made to Council. The purpose of the business plan is twofold. Firstly, it establishes the linkage between the Council's high-level objectives and the strategies and aims of the respective services. Secondly, it outlines the services' proposals for meeting those aims and objectives.

This report deals with the Housing Business Plan and associated budgets covering this priority area. The Council's corporate objectives and aims, as included in the Corporate Plan 2016-2020, are shown at appendix 1a to provide the framework for consideration of the plans.

### **Financial background**

The revenue and capital budget proposals for the corporate priority, together with proposed fees and charges, are shown in appendices 2a to 2c.

The revenue budgets show the 2018/19 revised estimate as of December 2018 and the 2019/20 base estimate for the areas encompassed by the relevant business plans. The 2019/20 base estimate figures generally reflect the same level of service as in the current year with a few exceptions.

The following are included in the 2019/20 base figures in this report:

- a) Allowance for certain inflationary pressures including the anticipated April 2019 pay award and cost of utilities. These allowances are guided by the best indications available at the time.
- b) Anticipated additional income within the General Fund and the Housing Revenue Account (HRA) arising from the review of fees and charges.

The following are not included in the 2019/20 base figures in this report:

- a) The revenue effects of the 2019/20 capital programme including the cost of any new borrowing to support the capital programme. The Finance and Resources Committee will consider the base budget including this item on 15 February 2018.
- b) Any revenue developments (there are no revenue developments for which approval is being sought for 2019/20).

The revenue and capital budget figures for the HRA will be reflected in an updated HRA business plan model which is due to be presented to the Housing Committee on 5 June 2019.

A classification of revenue expenditure is included at appendix 1b for the guidance of members.

## FRAMEWORK FOR BUSINESS PLANNING

The Council formally adopted the Corporate Plan 2016-2020 in March 2016. This is subject to annual review to ensure that it continues to reflect the aims and objectives of the Council.

### Vision

The Council's Vision for Broxtowe is “**a great place where people enjoy living, working and spending leisure time**”.

### Priorities

The Council's updated priorities have been updated have been developed within the context of national, regional and countywide plans and priorities with the aim being to align these with our own aspirations wherever possible.

The Council's priorities are **Housing; Business Growth; Environment; Health; and Community Safety**.

Underpinning the above and all of the Council's work is a series of values which the Council has adopted, namely:

**G**oing the extra mile: *a strong, caring focus on the needs of communities*

**R**eady for change: *innovation and readiness for change*

**E**mloyees: *valuing our employees and enabling the active involvement of everyone*

**A**lways improving: *continuous improvement and delivering value for money*

**T**ransparent: *integrity and professional competence.*

### Objectives

Each priority area is underpinned by its strategic objectives. Each strategic objective has targeted outcomes against which progress can be monitored.

The priorities and objectives for **Housing** are ‘a good quality affordable home for all residents of Broxtowe’:

- Increase the rate of house building on brownfield sites
- Become an excellent housing provider
- Improve the quality and availability of the private rented stock to meet local housing need.

The priorities and objectives for **Business Growth** are ‘new and growing businesses providing more jobs for people in Broxtowe and improved town centres’:

- Increase the number of new business starting in Broxtowe
- Help our town centres to compete and attract more visitors



- Complete the regeneration of Beeston town centre and seek opportunities to regenerate town centres throughout Broxtowe

The priorities and objectives for **Environment** are 'The environment in Broxtowe will be protected and enhanced for future generations':

- Reduce litter and fly tipping to make Broxtowe cleaner
- Maintain and improve the green infrastructure of the Council
- Increase recycling, composting, renewable and energy efficiency projects as resources allow

The priorities and objectives for **Health** are 'People in Broxtowe enjoy longer, active and healthy lives:

- Increase the number of people who have active lifestyles
- Work with partners to improve the health of the local population
- Reduce alcohol related harm in Broxtowe

The priorities and objectives for **Community Safety** are 'Broxtowe will be a place where people feel safe and secure in their communities':

- Reduce the amount of anti-social behaviour in Broxtowe
- Reduce domestic violence in Broxtowe

## APPENDIX 1b

<b>REVENUE BUDGET 2019/20</b>
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**CLASSIFICATION OF EXPENDITURE**

The classification of expenditure shown in the revenue estimates is based on the CIPFA Standard Accounting Classification. The following statement shows the type of expenditure charged to each heading:

EMPLOYEE EXPENSES	Salaries and Wages National Insurance Pensions
PREMISES RELATED EXPENSES	Repairs, Alterations and Maintenance of Buildings, Fixed Plant and Grounds Energy Costs Rents National Non-Domestic Rates Water Charges Fixtures and Fittings Cleaning & Domestic Supplies
TRANSPORT RELATED EXPENSES	Direct Transport Costs Recharge of Pooled Transport Costs Travelling Allowances
SUPPLIES AND SERVICES	Equipment, Furniture and Materials Clothing, Uniforms and Laundry Printing, Stationery and General Office Expenses Postages Telephones Insurances Grants and Subscriptions Miscellaneous Expenses
THIRD PARTY PAYMENTS	Other Local Authorities Private Contractors Charges from Trading Services
TRANSFER PAYMENTS	Housing and Council Tax Benefits
CENTRAL, DEPARTMENTAL AND TECHNICAL SUPPORT SERVICES	Administrative Buildings Expenses Central Departmental Support Departmental Administration
CAPITAL FINANCING COSTS	Operating Lease Charges Asset Register Charges

## HOUSING BUSINESS PLAN 2019–2022

This Business Plan details the projects and activity undertaken in support of the Broxtowe Borough Council Corporate Plan 2016–2020 priority of **HOUSING**.

The Corporate Plan prioritises local community needs and resources are directed towards the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

The Business Plan covers a three-year period but will be revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures is undertaken quarterly by the Housing Committee. The Policy and Performance Committee also receives a high level report of progress against Corporate Plan priorities on a quarterly basis.

**The Council’s Vision for Broxtowe is ‘a great place where people enjoy living, working and spending leisure time’.**

**The Council’s Values are:**

- **Going the extra mile: a strong, caring focus on the needs of communities**
- **Ready for change: innovation and readiness for change**
- **Employees: valuing our employees and enabling the active involvement of everyone**
- **Always improving: continuous improvement and delivering value for money**
- **Transparent: integrity and professional competence**

**The Council’s Priorities and Objectives for HOUSING are ‘a good quality affordable home for all residents of Broxtowe’:**

- **Increase the rate of house building on brownfield sites**
- **Become an excellent housing provider**
- **Improve the quality and availability of the private rented stock to meet local housing need**

## 1. PUBLISHED STRATEGY AND POLICY DOCUMENTS SUPPORTING THE DELIVERY OF PRIORITIES AND OBJECTIVES

Strategy/Policy Document	Purpose of Document	Renewal Date	Responsible Officer/Contact
Corporate Plan 2016-2020	The Council's overarching plan for its priorities, targets and objectives. The plan sets out priorities to achieve the vision to make "Broxtowe a great place where people enjoy living, working and spending leisure time" with focus on the priorities of Housing, Business Growth, Community Safety, Health and Environment.	April 2020	Chief Executive
Business Strategy 2019/20 to 2021/22	Deigned to ensure that the Council is: <ul style="list-style-type: none"> <li>• Lean and fit in its assets, systems and processes</li> <li>• Customer focused in all its activities</li> <li>• Commercially minded and financially viable</li> <li>• Making best use of technology.</li> </ul>	Updated annually	Deputy Chief Executive
Medium Term Financial Strategy 2019/20 to 2021/22	The Council's key financial planning document. In detailing the financial implications of the Corporate Plan, the MTFs provides a reference point for corporate decision-making and helps to ensure that the Council can optimise the balance between its financial resources and the delivery of its priorities. The MTFs informs the annual budget-setting process, ensuring that each year's budget is considered within the context of the Council's ongoing sustainability over the entirety of the planning period.	Updated annually	Deputy Chief Executive Head of Finance Services
Commercial Strategy 2017-2020	Promote and support a change in organisational culture towards a more business-like approach to the delivery of services. Overall, commercialism will enable departments to adopt a business-like approach with the focus firmly on delivering the best services possible for residents and businesses within the Borough whilst at the same time maximising income generation.	April 2020	Deputy Chief Executive Commercial Manager

<b>Strategy/Policy Document</b>	<b>Purpose of Document</b>	<b>Renewal Date</b>	<b>Responsible Officer/Contact</b>
Capital Strategy	An overarching summary document which encompasses all capital and treasury activity including the capital programme, financing planning, accounting policies and asset management.	Updated annually	Deputy Chief Executive Head of Finance Services
Housing Strategy 2015-2020	Provides the plan for the future direction of the housing service	July 2020	Housing Services and Strategy Manager
Housing Revenue Account Business Plan	Summary of analysis of stock condition, current and future finances, priorities for action and targets for improvement	January 2019	Head of Finance Services
Homelessness Strategy 2017-2021	Plan for existing and future needs of homeless in Broxtowe. With a focus on homelessness prevention	October 2021	Homeless Manager
Resident Involvement Strategy 2019-2022	Provides details of methods, level and standards of involvement	April 2019	Engagement Manager
Garage Strategy 2015-2020	Provides recommendations for the future of the garage portfolio	November 2020	Housing Repairs and Compliance Manager
Empty Homes Strategy 2014-2019	Sets out the Council's approach to bringing long term empty private dwellings back into use	December 2019	Chief Environmental Health Officer
Health and Wellbeing Strategy for Nottinghamshire 2018-2022	Sets out the priorities for the Health and Wellbeing Board for Nottinghamshire to improve the health and wellbeing of its residents	December 2022	Housing Services and Strategy Manager
Anti-Social Behaviour Policy	Provides details on how the Council will tackle anti-social behaviour (ASB)	December 2019	Head of Public Protection

<b>Strategy/Policy Document</b>	<b>Purpose of Document</b>	<b>Renewal Date</b>	<b>Responsible Officer/Contact</b>
Housing Allocations Policy	Provides details on how the Council will allocate properties	November 2021	Housing Operations Manager
Tenure Policy	Sets out the tenancies that will be offered by the Council	June 2021	Housing Operations Manager
Rent Arrears Policy	States the clear guidelines which officers will work towards when recovering rent arrears	January 2020	Income and Housing Manager
Broxtowe Core Strategy	Strategic level planning document	2028	Head of Neighbourhoods and Prosperity

**A full list of Housing related policies will be available internally and on the Council's website as appropriate.**

## 2. SERVICE LEVEL OBJECTIVES LINKED TO CORPORATE OBJECTIVES

### Increase the rate of house building on brownfield sites (Ho1)

Service Areas covered by this Plan	Service Objectives
<b>Planning and Development Services</b>	
Development Control	Pre-application advice and process applications for planning permission
Planning Policy	Production of Core Strategy Monitoring of land information through SHLAA Making better use of statutory powers in order to bring forward housing development, including Compulsory Purchase
<b>Housing Strategy and Performance</b>	
Housing Strategy	Monitor demand for affordable housing in different areas of the Borough Monitor progress of the Housing Strategy 2015-2020
Performance	Monitor performance of Business Plan
<b>Housing Operations</b>	
Allocations	Provide information on waiting list demand Increase access to accommodation Enable people to access accommodation that meets their needs

## Become an excellent housing provider (Ho2)

Service Areas covered by this Plan	Service Objectives
<b>Housing Operations (Continued)</b>	
Tenancy Management	Help create sustainable tenancies through pro-active work Help vulnerable tenants to maintain their tenancies Effectively manage ASB cases to enable residents to have a quiet enjoyment of their homes Ensure estates are clean and maintained to a high standard Promote tenancy sustainment through decreasing instances of possession action and encouraging responsible awareness of tenancy liabilities for tenants through increased engagement
Homelessness and Housing Advice	Focus on prevention of homelessness Liaise with private landlords to secure tenancies in the private sector Effective management of temporary accommodation Deliver the Council's Homelessness Strategy
Allocations	Allocate properties in accordance with Housing Allocations Policy Assess tenants needs prior to tenancy commencement to achieve sustainable tenancies
<b>Independent Living</b>	
Independent Living	Support tenants to live independently in their home Help create sustainable tenancies through pro-active work Help vulnerable tenants to maintain their tenancies Effectively manage ASB cases to enable residents to have a quiet enjoyment of their homes Reduce social isolation and promote health and wellbeing



Service Areas covered by this Plan	Service Objectives
<b>Housing Repairs</b>	
Repairs	Provide an efficient and effective service of reactive maintenance in response to tenant requests Ensure compliancy with the Gas Safety (Installation and Use) Regulations Complete an effective system of inspections including post inspections Provide a high standard of inspections for electrical testing, legionella and lift servicing
<b>Housing Strategy and Performance</b>	
Strategy	Develop strategies and policies to achieve an excellent housing service Complete research to ensure that decisions made by Housing Services are based on accurate information Monitor progress of the Housing Strategy 2015-2020 Administration of Right to Buy
Performance	Monitor performance and make recommendations for improvements Monitor performance of Business Plan
Leaseholder Services	Effectively co-ordinate and manage leases ensuring an effective service is delivered Provide opportunities for leaseholders to input into service delivery through consultation and events Ensure legal compliance
Resident Involvement	Increase the opportunities for residents to get involved Develop methods to publicise involvement and promote awareness Provision of tailored training to enable residents to be effectively involved Monitor scrutiny of services by residents

Service Areas covered by this Plan	Service Objectives
<b>Income</b>	
Income	Billing, Collection and Recovery of Council Housing and Garage rents Support tenants to sustain their tenancy by providing financial inclusion advice
<b>Capital Works</b>	
Capital Works	Undertake major refurbishment works Carry out upgrades to central heating provision, energy efficiency, structural remedial works Provide a project management service to other Directorates

### **Improve the quality and availability of the private rented stock to meet local housing need (Ho3)**

Service Areas covered by this Plan	Service Objectives
<b>Private Sector Housing</b>	
Private Sector Housing	Ensure that dwellings in the private sector are free of hazards which pose a risk to the occupants Facilitate adaptations to the homes of disabled people in the private sector Licence appropriate Houses in Multiple Occupation and ensure they are properly managed
<b>Enhanced Housing Options</b>	
Homelessness and Housing Advice	Liaise with private landlords to secure tenancies in the private sector

### 3. MEASURES OF PERFORMANCE AND SERVICE DATA

#### Context – Baseline Service Data

Pentana Code	Service Data Description	Actual 2015/16	Actual 2016/17	Actual 2017/18	Comments including benchmarking data
HSData_01	Homelessness applications received	25	28	48	Increase expected due to changes with the Homelessness Reduction Act
HSData_02	Homelessness acceptances	9	12	16	Whilst there has been a rise in homeless acceptances nationally, the percentage increase in Broxtowe is well below the national average. Broxtowe has the lowest number of homelessness acceptances in the county.
HSData_03	Housing advice interviews undertaken	1,352	1,188	1,062	
HSData_05	Lifeline customers	Not recorded	998	952	Restructure of the Independent Living service has created a dedicated role to improve the service and increase customers
HSData_07	ASB cases	84	106	158	Increase in number of cases due to a change in recording, all cases are now included rather than just those where the complainant wishes to engage.
HSData_08	Properties sold under Right to Buy	27	20	39	There was also an increase in enquiries and applications as well as the number of properties sold.
HSData_09	Flats sold on a lease under Right to Buy	4	5	4	The number of flats sold remains static.
HSData_11	Housing applications received	1,744	1,209	1,731	In 2016/17 the number of applications had decreased due to changes in the application process. Amendments have been made and additional support now offered to ensure that every applicant who wants to make an application is able to do so.

<b>Pentana Code</b>	<b>Service Data Description</b>	<b>Actual 2015/16</b>	<b>Actual 2016/17</b>	<b>Actual 2017/18</b>	<b>Comments including benchmarking data</b>
HSData_12	Tenancies allocated	394	343	323	This represents a 7.2% turnover.
HSData_13	Repair requests	14,203	16,257	15,533	This includes repairs requests made by officers following an inspection as well as direct requests from tenants.
HSData_24	Evictions for ASB	0	2	0	
HSData_27	No. of General Needs Units	3,052	3,013	2,093	
HSData_28	No. of Independent Living Units	1,412	1,412	1,412	
HSData_29	No. of Leaseholders	276	281	285	
HSData_30	No. of Council Garages	866	866	866	
HSData_31	No. of 5-year HMO Licences issued annually	5	10	27	
FRData_32	Evictions for rent arrears	4	13	13	
HSData_25	Notices of Seeking Possession (NOSP) served for ASB	4	8	16	
FRData_36	Notices of Seeking Possession (NOSP) served for rent arrears	421	244	223	Working to the new Rent Arrears Policy has seen a reduction in the number of NoSP's served

## Critical Success Indicators (CSI)

Priority leaders should work corporately to **define the outcome objective** for each priority area and **identify an outcome indicator** or indicators which will be **Critical Success Indicators**. There will be a maximum of two CSI for each corporate priority.

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
<b>Critical Success Indicators (CSI)</b>								
Supply of ready to develop housing sites	NI159	88%	72%	78%	100%	100%	100%	Head of Neighbourhoods and Prosperity
Net additional homes provided	NI154	100	297	324	430	430	430	Head of Neighbourhoods and Prosperity
Overall satisfaction with the service provided	HSTOP_01	-	85%	87%	86%	87%	88%	Head of Housing The median for our HouseMark peer group is 85.65%.
Rent collected as a percentage of the rent owed	BV66a	98.1%	98.3%	98.2%	99%	99%	99%	Income and Housing Manager The median for our HouseMark peer group is 98.41%.
Gas safety	HSTOP_02	100%	100%	100%	100%	100%	100%	Housing Repairs and Compliance Manager
Private dwellings that are returned into occupation or demolished	HSLocal_11	34	38	54	25	25	25	Head of Public Protection

## Performance Indicators

Priority leaders should identify two sets of performance indicators namely **Key Performance Indicators (KPI)** for reporting to GMT and Members and **Management Performance Indicators (MPI)** for use in business planning and performance monitoring at a service level.

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
<b>Key Performance Indicators (KPI)</b>								
No. of affordable homes provided	NI155	17	20	8	85	85	85	Head of Neighbourhoods and Prosperity
Average Relet Time – General Needs	HSTOP_03	-	-	-	21 days	21 days	21 days	Housing Operations Manager New indicator - ART has been split between General Needs and Independent Living
Average Relet Time – Independent Living	HSTOP_03a	-	-	-	42 days	42 days	42 days	Housing Operations Manager New indicator - ART has been split between General Needs and Independent Living
Tenancy turnover	HSTOP_10	8.7%	7.1%	7.2%	7%	7%	7%	Housing Operations Manager
Reactive repairs - appointments kept	HSLocal_BM 05	94.9%	93.0%	93%	95%	95.5%	96%	Housing Repairs and Compliance Manager The median for HouseMark peer group is 95.5%
Electrical compliancy	HSLocal_29	-	-	-	100%	100%	100%	Housing Repairs and Compliance Manager New indicator

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
<b>Key Performance Indicators (KPI) (Continued)</b>								
Housing Service Complaints responded to within timescale	HSLocal_21	-	-	-	100%	100%	100%	Housing Services and Strategy Manager New indicator
Housing ASB complaints contacted within timescale to agree an action plan	HSLocal_22	-	-	-	92%	95%	100%	Housing Operations Manager New indicator
No. of residential planning permissions granted	DSDData_19	-	-	1098	TBC	TBC	TBC	Head of Neighbourhoods and Prosperity New indicator
No. of 5-year HMO Licences issued annually	HSLocal_31	5	10	27	-	-	-	Senior Private Sector Housing Officer Tracking Indicator (no target)
<b>Management Performance Indicators (MPI)</b>								
Tenancies sustained for the first 12 months	HSLocal_23	-	-	-	90%	90%	90%	Housing Operations Manager New indicator
ASB cases resolved using early intervention	HSLocal_26	-	-	-	90%	90%	90%	Housing Operations Manager New indicator
Published estate inspections attended	HSLocal_28	-	-	-	100%	100%	100%	Housing Operations Manager New indicator

Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
<b>Management Performance Indicators (MPI) (Continued)</b>								
Housing Applicants in Bands 1 and 2 housed within 12 weeks	HSLocal_20	-	-	-	45%	45%	45%	Housing Operations Manager New indicator
Introductory tenancy visits completed within timescale	HSLocal_30	-	-	-	92%	92%	92%	Housing Operations Manager New indicator
Current tenant arrears as a percentage of the annual rent debit	HSLocal_37	-	-	-	Baseline year	TBC	TBC	Income and Housing Manager New indicator (similar to BV66a)
Universal Credit claimants in more than 8 weeks of arrears	HSLocal_38	-	-	-	-	Baseline year	TBC	Income and Housing Manager New indicator – 2019/20 will be baseline year.
Void Garages as % of let-able garages	HSLocal_32	-	-	-	18%	15%	12%	Housing Operations Manager New indicator
Legionella compliancy	HSLocal_33	-	-	-	100%	100%	100%	Housing Repairs and Compliance Manager New indicator
All planned cleaning inspections completed	HSLocal_34	-	-	-	100%	100%	100%	Housing Operations Manager New indicator



Indicator Description	Pentana Code	Achieved			Target			Indicator Owner and Comments (incl. benchmarking)
		2015/16	2016/17	2017/18	2018/19	2019/20	Future Years	
<b>Management Performance Indicators (MPI) (Continued)</b>								
Homeless clients approaching the service are seen and a personalised action plan agreed within 5 days	HSLocal_35	-	-	-	100%	100%	100%	Housing Operations Manager New indicator
Homeless clients who will be owed main homeless duty who are prevented/relieved in the prevention or relief stages	HSLocal_36	-	-	-	85%	85%	85%	Housing Operations Manager New indicator

#### 4. KEY TASKS AND PRIORITIES FOR IMPROVEMENT 2019/20 – 2021/22 INCLUDING COMMERCIAL ACTIVITIES

Priority leaders are asked to consider potential **commercial activities** in their priority areas when setting the key tasks and priorities for 2019/20 to 2021/22. In doing so priority leaders should consider:

- In which service areas could new commercial activities be undertaken?
- How much additional income could be generated from the new commercial activities?
- Would additional resources (employees, equipment, systems etc.) be needed to undertake the new commercial activities? If yes, outline these with estimates of costs.
- How will these new commercial activities link into the Council’s Medium Term Financial Strategy, Capital Programme, Business Strategy and Commercial Strategy?
- Will the new commercial activities affect existing Revenue and Capital budgets? If yes, then remember to include the net income or costs to Section 5 ‘Link Key Tasks and Priorities for Improvement to the Financial Budgets’.
- Please identify new ‘**commercial activities**’ in the comments column.

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Pentana Code	Description	Targeted Outcome	Partnership/ Procurement Arrangement	Officers Responsible/ Target Date	Budget Implications/ Efficiencies/Other comments
HS1922_01 NEW	IT system improvements through implementation of phase 2 of upgrade to v15 Capita Open Housing	Better quality management information More efficient housing management	Capita	Head of Housing June 2019	This project is within budget Phase 2 costing included within the 2019/20 Capital budget
HS1922_02 NEW	Implement housing new build delivery plan	Add to the social housing stock Produce affordable homes to rent	Partnerships with Registered Housing	Chief Executive Head of Housing Head of Property Services December 2019	As part of this work an assessment will be made of the adequacy of in house capacity to deliver this plan

<b>Pentana Code</b>	<b>Description</b>	<b>Targeted Outcome</b>	<b>Partnership/ Procurement Arrangement</b>	<b>Officers Responsible/ Target Date</b>	<b>Budget Implications/ Efficiencies/Other comments</b>
HS1922_03 NEW	Implement findings of social and affordable housing need report, including consideration of designation of Independent Living schemes	Most effective use of property owned by the Council to meet the needs of the borough		Head of Housing Services and Strategy Manager  Income and Housing Manager March 2020	Delivered through the HRA business plan and an enhanced Capital Works Team
HS1922_04 NEW	Produce an Asset Management Strategy	Ensure effective management of assets	Partnership between Capital Works and Repairs	Housing Repairs and Compliance Manager December 2019	In house delivery Staff/management resources
HS1922_05 NEW	Complete a stock condition survey	Provide up to date and accurate information about the condition of our housing stock	Possibly through Efficiency East Midlands and/or Northern Housing Consortium	Housing Repairs and Compliance Manager March 2020	£100k
HS1922_06 NEW	Undertake a review of the Housing Repairs Service	Maximise efficiency of the repairs service  Consider commercial opportunities if available	Current external contractors	Housing Repairs and Compliance Manager March 2020	In house delivery Staff/management resources  Potential to increase revenue

<b>Pentana Code</b>	<b>Description</b>	<b>Targeted Outcome</b>	<b>Partnership/ Procurement Arrangement</b>	<b>Officers Responsible/ Target Date</b>	<b>Budget Implications/ Efficiencies/Other comments</b>
HS1922_07 NEW	Increase the commerciality of the Lifeline Service	Increase sales of the Lifeline service Support for vulnerable people in the borough	Contract with Tunstall	Income and Housing Manager September 2019	In house delivery Staff/management resources Potential to increase revenue
HS922_08 NEW	Implement a new Neighbourhood Strategy which sets out how neighbourhoods will be maintained and improved	Improve the environment for tenants, including communal areas, caretaking and inspections		Housing Operations Manager Housing Repairs and Compliance Manager December 2019	Funding implications for 2019/20 have been included in the budgetary process
HS1922_09 NEW	Integration of the Income Team into the housing department	Reduction in rent arrears Closer working between team to deliver an excellent housing service		Head of Housing June 2019	Funding implications for 2019/20 have been included in the budgetary process
HS1922_10 NEW	Implement a Welfare Reform action plan	Reduction in rent arrears Mitigate impact of welfare reforms Support for vulnerable people in the borough	CAB DWP	Income and Housing Manager December 2019	Financial implications included within 2019/20 budget Rent arrears are forecast to increase due to impact of Universal Credit

<b>Pentana Code</b>	<b>Description</b>	<b>Targeted Outcome</b>	<b>Partnership/ Procurement Arrangement</b>	<b>Officers Responsible/ Target Date</b>	<b>Budget Implications/ Efficiencies/Other comments</b>
HS1922_11 NEW	Implementation of Introductory Tenancies	More efficient housing management Reduced ASB and arrears		Housing Operations Manager Income and Housing Manager March 2020	No financial impact
HS1922_12 NEW	Implement a Housing Green Paper and Grenfell response action plan	Increase in involvement of tenants and leaseholders in improving the Housing Service		Housing Services and Strategy Manager March 2020	Funding implications for 2019/20 have been included in the budgetary process for the resident involvement strategy Awaiting further guidance regarding changes related to fire safety
HS1922_13 NEW	New Housing Strategy	Outline the strategic direction of the Housing Service	All partners and stakeholders	Head of Housing March 2020	Financial implications will be identified and included in the 2020/2021 budgetary process
HS1922-14 NEW	Provide two dementia friendly bungalows with DFG funding	Increase in specialist supported accommodation	Better Care Fund	Head of Property Services March 2021	£275,000 from Nottingham Better Care Fund
HS1922-15 NEW	Organise a programme of events for families and young people	Contributing to the priorities of the Mental Health Working Group	Liberty Leisure	Housing Services and Strategy Manager September 2019	Funding to be identified by the Mental Health Working Group

<b>Pentana Code</b>	<b>Description</b>	<b>Targeted Outcome</b>	<b>Partnership/ Procurement Arrangement</b>	<b>Officers Responsible/ Target Date</b>	<b>Budget Implications/ Efficiencies/Other comments</b>
HS1922-16 NEW	All contracts in Housing will be reviewed and retendered as required	Value for money assurance	Efficiency East Midlands Consortium Procurement	Head of Housing March 2020	Efficiencies to be obtained through Council wide procurement and framework agreements

## 5. LINK KEY TASKS AND PRIORITIES FOR IMPROVEMENT TO THE FINANCIAL BUDGETS

Priority leaders should ensure that key tasks and priorities (including **commercial activities**) that have a financial implication are included in the three-year analysis below.

Revenue and Capital Budget Implications	Pentana Action Code	2019/20 Budget £	2020/21 Budget £	2021/22 Budget £
<b>Budget Implications</b>				
Stock Condition Survey (HRA)(Capital)	HS1922_05	100,000	5,000	5,000
Impact of Universal Credit on arrears (HRA)	TBC	60,000	75,000	75,000
<b>Efficiencies Generated</b>				
Changes in employees costs following restructures etc. (as reported in appendix 2a Financial Estimates report) (HRA)	-	(12,800)	(12,800)	(12,800)
<b>New business/increased income</b>				
Lifeline Service – Fees (GF)	HS1922_07	(5,780)	(6,000)	(6,000)
Lifeline Service – Increase in units (GF) (subject to marketing review)	HS1922_07	(35,000)	(55,000)	(55,000)
Repairs Service Review (HRA) (subject to outcome of review)	HS1922_06	TBC	TBC	TBC
Licensing from HMO's (GF)	HSDData_31	TBC	TBC	TBC

## 6. SUMMARY OF KEY RISKS

Priority leaders are to identify three strategic risks for the Business area and to determine whether these have been/or should be considered on the Council's Strategic Risk Register.

Key Strategic Risk	Is this already covered by an existing Strategic Risk?	What action can be taken/is required to mitigate/minimise the risk or threat
1. Not meeting Core Strategy targets for house building	Yes	Consideration of other mechanisms such as Housing Development Company or measures to stimulate other market actors
2. Welfare Reform including the introduction of Universal Credit	Yes	Integration of income team in the Housing Department, changes to processes, partnership working, additional resources
3. Failure to deliver the HRA Business Plan	Yes	Produce an updated Asset Management Plan for the Council's housing stock, external validation of plan

Also, the top five risks (strategic or operational) arising from the key tasks and priorities for improvement should be identified. Whilst, it will be expected that detailed risks will be considered as part of the project planning process for each key task, it is anticipated that there will be 'common themes' identified which should enable the key risks to be limited to the top five. An earlier example has been included for reference.

Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
HS1922_01 NEW	IT system improvements through implementation of phase 2 of upgrade to v15 Capita Open Housing	Reliance on external company to delivery housing management system with any delays impacting on other actions.	Risks 9 and 21	Regular meetings with Capita, appointment of a project manager



Code	Key Task	Risk or Threat to Key Task	Covered by an existing Strategic Risk?	Action taken/required to mitigate/minimise the risk or threat
HS1922_02 NEW	Implement housing new build delivery plan	Potential that cannot be achieved due to insufficient resources	Risks 2, 3, 11 and 23	As part of this work an assessment will be made of the adequacy of in house capacity to deliver this plan
HS1922_04 NEW	Produce an Asset Management Strategy	Successful recruitment to the new role of Repairs and Compliance Manager	Risks 2, 3, 19 and 20	Thorough recruitment process
HS1922_10 NEW	Implement a Welfare Reform action plan	Insufficient resources to mitigate risks including failure to recruit new staff	Risks 2, 3, 8, 15 and 20	Integration of income team in the Housing Department, changes to processes, additional resources
HS1922_12 NEW	Implement a Housing Green Paper and Grenfell response action plan	Lack of engagement from residents	No	Changes to approach and methods of engagement, emphasis on informal engagement

**List of Strategic Risks** (Extract from Strategic Risk Register as at 31 August 2018)

Risk 2 - Failure to obtain adequate resources to achieve service objectives

Risk 3 - Failure to deliver the HRA Business Plan

Risk 8 - Failure to maximise collection of income due to the Council

Risk 9 - Failure of key ICT systems

Risk 11 - Failure to engage with partners and the community to implement Broxtowe's Sustainable Community Strategy 2010 – 2020

Risk 15 - Failure to mitigate the impact of the Government's welfare reform agenda

Risk 19 - Lack of skills and/or capacity to meet increasing initiatives and expectations.

Risk 20 - Inability to attract or retain key individuals or groups of staff

Risk 21 - Failure to fully utilise investment in ICT infrastructure

Risk 23 - Failure to comply with duty as a service provider and employer to groups such as children, the elderly, vulnerable adults etc.

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## APPENDIX 2a

<b>HOUSING REVENUE ACCOUNT</b>		
	<u>2018/19</u>	<u>2019/20</u>
	<u>Revised Budget</u> <u>(at December 2018)</u>	<u>Base Budget (at</u> <u>December 2018)</u>
Repairs & Maintenance	3,535,000	3,437,021
Supervision & Management	2,232,400	2,487,151
Special Services	1,849,500	1,672,637
Rents, Rates, Taxes & Other Charges	61,050	68,100
Depreciation & Impairment of Fixed Assets	3,923,950	3,905,420
Increased/Decrease in Impairment of Debtors	130,000	260,000
Contingency	30,000	30,000
<b>Total Expenditure</b>	<b>11,761,900</b>	<b>11,860,329</b>
Dwelling Rents (Gross)	(15,322,300)	(14,929,730)
Non-dwelling Rents (Gross)	(290,150)	(314,800)
Tenants' Charges for Services & Facilities	(661,700)	(704,580)
Leaseholders' Charges for Services & Facilities	(64,300)	(64,300)
Other Charges for Services & Facilities	(78,000)	(81,040)
Contributions Towards Expenditure	0	0
<b>Total Income</b>	<b>(16,416,450)</b>	<b>(16,094,450)</b>
<b>Net Cost of Services</b>	<b>(4,654,550)</b>	<b>(4,234,121)</b>
HRA services' share of Corporate and Democratic Core	453,700	441,650
HRA share of interest payable and similar charges including amortisation of premiums and discounts	2,261,500	2,456,200
HRA Investment Income	(96,000)	(239,400)
<b>(Surplus)/Deficit for the Year on the HRA Income and Expenditure Statement</b>	<b>(2,035,350)</b>	<b>(1,575,671)</b>
Capital expenditure funded by the HRA	1,791,200	1,617,000
<b>(Increase)/Decrease in the HRA Balance</b>	<b>(244,150)</b>	<b>41,329</b>
HRA Opening Balance	(3,862,430)	(4,106,580)
HRA Closing Balance	(4,106,580)	(4,065,251)

The change in the 2019/20 base budget for the (increase)/decrease in the HRA balance when compared with the 2018/19 revised estimate is primarily a consequence of the following items:

<b>Description</b>	<b>Change £</b>
Changes in employees costs including:- <ul style="list-style-type: none"> <li>The deletion of the Director of Housing, Leisure and Property Services post agreed at Policy and Performance Committee on 12 December 2018</li> <li>The restructure of Housing Repairs and Housing Strategy sections of the Housing Department agreed at Policy and Performance Committee on 3 October 2018</li> <li>The restructure of the Housing Rents team agreed at Policy and Performance Committee on 12 December 2018</li> <li>The April 2019 pay award (2% in most cases) less other establishment changes</li> </ul>	(109,350)  (98,800)  200,600  (5,250)
A reduced estimate for Depreciation and Impairment of Fixed Assets in 2019/20 resulting from an assumed reduction in the number of properties within the housing stock at 31 March 2019 due right to buy sales.	(18,530)
An increase in impairment of Debtors costs due to: <ul style="list-style-type: none"> <li>An increase in provision to take into account the likely impact of Universal Credit.</li> <li>An increase in provision for debts relating to void repairs</li> </ul>	60,000 70,000
A reduction in Housing rent income due to:- <ul style="list-style-type: none"> <li>The 1% per annum rent reduction. 2019/20 will be the final year of the Government's initiative to reduce rents by 1% per annum</li> <li>An estimate of likely Right to Buy sales during 2019/20 that will result in reduced rental income</li> <li>The level of expected voids (periods when properties are unoccupied).</li> </ul>	392,570
An increase in garage rent income due to:-- <ul style="list-style-type: none"> <li>Increase of charges of 3.4% from April 2019 based on the September 2018 CPI (2.4%) + 1%.</li> <li>Current void rate</li> </ul>	(24,670)
An increase in the volume of service charges based upon recent projections. NB. No increase in fees is proposed	(42,880)
An increase in the HRA share of interest payable and similar charges (including amortisation of premiums and discounts) as a proportion of the Council's overall borrowing costs	194,700
An increase in HRA share of investment income received by the Council	(143,400)
A reduction in HRA capital expenditure to be financed by direct revenue contributions from the HRA.	(174,200)

**Housing Portfolio - GF Revenue Budgets by Cost Centre**

	2018/19 Revised Budget (as at December 2018) £	2019/20 Base Budget (as at December 2018) £
Hostel & Temporary Accommodation	(44,350)	(4,731)
Hostel Management	27,150	26,923
Homelessness (GF)	292,650	326,184
Housing Strategy	71,100	20,889
Registered Social Landlords	7,300	7,022
Housing Advice	2,700	3,851
Miscellaneous	(34,800)	(4,581)
	<u>321,750</u>	<u>375,557</u>

**Housing Portfolio - GF Revenue Budgets by Detail Code**

	2018/19 Revised Budget (as at December 2018) £	2019/20 Base Budget (as at December 2018) £
Employees	26,750	26,800
Premises	50,600	61,570
Transport	0	400
Supplies & Services	225,500	356,820
Central Support Recharges	365,400	395,817
Income (including recharges)	(346,500)	(462,850)
	<u>321,750</u>	<u>375,557</u>

The change in the 2019/20 base budget for the total net expenditure when compared with the 2018/19 revised estimate is primarily a consequence of the following items

	Change (£)
<b>Temporary Accommodation</b> <ul style="list-style-type: none"> <li>• An increase in running costs of temporary accommodation.</li> <li>• Reduction in rent receivable (based upon 2018/19 forecast)</li> </ul>	9,600 30,000
<b>Homelessness</b> <ul style="list-style-type: none"> <li>• Net cost of Empty Homes software offset by contribution from partners</li> <li>• Miscellaneous expenses - Expenditure fulfilling the requirements of the Homelessness Reduction Act with the costs met by a corresponding grant.</li> <li>• Increase in Bed and Breakfast accommodation costs.</li> </ul>	12,000 (8,000) 120,320 (120,320) 40,000
<b>Housing Strategy</b> <ul style="list-style-type: none"> <li>• A one-off budget for Housing Needs Assessment work completed in 2018/19 that will not be required in 2019/20</li> </ul>	(50,000)
<b>Miscellaneous</b> <ul style="list-style-type: none"> <li>• The impact of a price increase for Lifeline Services.</li> <li>• An increase in recharges (based upon 2017/18 out-turn allocations)</li> </ul>	(5,780) 33,629

## HOUSING CAPITAL PROGRAMME

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2019/20	2020/21	2021/22			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	<b><u>GENERAL FUND HOUSING</u></b>			£	£	£		£	£	£
1.	Disabled Facilities Grants Grants	Ongoing		2,241,900	747,300	747,300	747,300	0	0	0
				2,241,900	747,300	747,300	747,300	0	0	0
	<b>TOTAL - GENERAL FUND HOUSING</b>			<b>2,241,900</b>	<b>747,300</b>	<b>747,300</b>	<b>747,300</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b><u>HOUSING REVENUE ACCOUNT</u></b>									
2.	Heating Replacements/Energy Efficiency Works Works Capital Salaries	Ongoing		2,500,000 150,000	1,000,000 60,000	750,000 45,000	750,000 45,000	0 0	0 0	0 0
				2,650,000	1,060,000	795,000	795,000	0	0	0
	Aids and adaptations - Disabled Persons Works Capital Salaries	Ongoing		1,155,000 120,000	385,000 40,000	385,000 40,000	385,000 40,000	0 0	0 0	0 0
				1,275,000	425,000	425,000	425,000	0	0	0
4.	Housing Modernisation Programme Works Capital Salaries	Ongoing		5,500,000 330,000	1,500,000 90,000	2,000,000 120,000	2,000,000 120,000	0 0	0 0	0 0
				5,830,000	1,590,000	2,120,000	2,120,000	0	0	0
5.	Major Relets Works Capital Salaries Provision	Ongoing		420,000 30,000	140,000 10,000	140,000 10,000	140,000 10,000	0 0	0 0	0 0
				450,000	150,000	150,000	150,000	0	0	0
6.	Window and Door Replacement Works Capital Salaries Provision	Ongoing		900,000 54,000	300,000 18,000	300,000 18,000	300,000 18,000	0 0	0 0	0 0
				954,000	318,000	318,000	318,000	0	0	0
	<b>Housing Rev. Account Carried Forward</b>			<b>11,159,000</b>	<b>3,543,000</b>	<b>3,808,000</b>	<b>3,808,000</b>	<b>0</b>	<b>0</b>	<b>0</b>

No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2019/20	2020/21	2021/22			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
				£	£	£		£	£	£
	<b>Housing Rev. Account Brought Forward</b>			<b>11,159,000</b>	<b>3,543,000</b>	<b>3,808,000</b>	<b>3,808,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
7.	External Pre-Paint Repairs, Soffit and Fascia Renewal and Redecoration Programme	Ongoing								
	Works Provision			1,875,000	625,000	625,000	625,000	0	0	0
	Capital Salaries Provision			112,500	37,500	37,500	37,500	0	0	0
				1,987,500	662,500	662,500	662,500	0	0	0
	Electrical Periodic Improvement Works	Ongoing								
	Works Provision			900,000	300,000	300,000	300,000	0	0	0
	Capital Salaries Provision			54,000	18,000	18,000	18,000	0	0	0
				954,000	318,000	318,000	318,000	0	0	0
9.	External Works-Paths, Pavings & Hard Standings	Ongoing								
	Works Provision			390,000	130,000	130,000	130,000	0	0	0
	Capital Salaries Provision			19,500	6,500	6,500	6,500	0	0	0
				409,500	136,500	136,500	136,500	0	0	0
10.	Fire Safety Assessment and Remedial Work	Ongoing								
	Works Provision			1,050,000	350,000	350,000	350,000	0	0	0
	Capital Salaries Provision			63,000	21,000	21,000	21,000	0	0	0
				1,113,000	371,000	371,000	371,000	0	0	0
	<b>Housing Rev. Account Carried Forward</b>			<b>15,623,000</b>	<b>5,031,000</b>	<b>5,296,000</b>	<b>5,296,000</b>	<b>0</b>	<b>0</b>	<b>0</b>



No.	Scheme	Start	Finish	Estimated Total Cost				Net Revenue Costs in 2019/20	Full Years Revenue Effect of (6)	Net Effect of (5)
					2019/20	2020/21	2021/22			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
				£	£	£		£	£	£
	<b>Housing Rev. Account Brought Forward</b>			<b>15,623,000</b>	<b>5,031,000</b>	<b>5,296,000</b>	<b>5,296,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
11.	Garage Refurbishment Works Provision	Ongoing		690,000	230,000	230,000	230,000	0	0	0
	Capital Salaries Provision			41,400	13,800	13,800	13,800	0	0	0
				731,400	243,800	243,800	243,800	0	0	0
12.	HRA Stock Condition Survey Fees	Apr 19	Mar 20	100,000	100,000	0	0	0	0	0
				100,000	100,000	0	0	0	0	0
13.	New Ways of Working (NWOW) – Housing Works	Apr19	Mar 20	90,000	90,000	0	0	0	0	0
	Capital Salaries			10,000	10,000	0	0	0	0	0
				100,000	100,000	0	0	0	0	0
14.	<u>Contingency Sum</u>	Ongoing								
	Works			81,000	27,000	27,000	27,000	0	0	0
	Capital Salaries			2,700	900	900	900	0	0	0
				83,700	27,900	27,900	27,900	0	0	0
	<b>TOTAL HOUSING REVENUE ACCOUNT</b>			<b>16,638,100</b>	<b>5,502,700</b>	<b>5,567,700</b>	<b>5,567,700</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>HOUSING TOTAL</b>			<b>18,880,000</b>	<b>6,250,000</b>	<b>6,315,000</b>	<b>6,315,000</b>	<b>0</b>	<b>0</b>	<b>0</b>

## HOUSING CAPITAL PROGRAMME 2019/20

Scheme  
Number

### GENERAL FUND HOUSING

1. Disabled Facilities Grants (£747,300)

This budget is to provide grants to improve facilities for disabled people living in private sector dwellings. The budget provided by Nottinghamshire County Council through the Better Care Fund.

### HOUSING REVENUE ACCOUNT

2. Gas Heating Replacement and Energy Efficiency Works (£1,060,000)

This budget is to continue the programme of replacing obsolete gas central heating systems with new energy efficient systems that will provide whole house heating. It will also improve insulation to dwellings with solid walls or micro cavities. It is anticipated that the new systems and insulation will significantly lower CO2 emissions and result in lower energy bills.

3. Aids and Adaptations – Disabled Persons (£425,000)

This budget is to enable the continuation of the Council's programme to adapt Council dwellings to meet the needs of people with disabilities.

4. Housing Modernisation Programme (£1,590,000)

This project is to progress the programme of work to deliver the Broxtowe Standard identified by tenants in the housing option appraisal process to provide good quality homes in accordance with the Housing Strategy. Work is also required to ensure any newly identified needs in relation to the decent homes standards are met.

5. Major Relets (£150,000)

This budget is for extensive work to void properties that are in a serious state of disrepair in order to bring them to a suitable standard to be re-let as quickly as possible. The work can comprise of door replacements, bathroom and kitchen replacements, extensive plastering and other repairs.

6. Window and Door Replacement (£318,000)

The expenditure forms part of a programme targeting old external doors and any failing double-glazed windows. This will allow the Council to continue fitting high security composite doors and frames. Both items are high on the residents' list of priorities and help with the commitment to community safety.

7. External Pre-Paint Repairs, Soffit and Fascia Renewal and Redecoration Programme (£662,500)

This budget will enable the renewed programme of external painting and pre-paint repairs to the housing stock to continue on a rolling basis. The programme will target external components including soffits (including asbestos removal), fascias, fencing, gates, outhouses etc. that have deteriorated and are in need of repair.

8. External Periodic Improvement Works (£318,000)

This budget will assist with compliance with the Institute of Electrical Engineers (IEE) Wiring Regulations. This includes the regular testing of all fixed installations within the Council's housing stock (including communal areas). This will incorporate the replacement of consumer units in accordance with amendment 3 of the IIE's Wiring Regulations concerning fire safety. The opportunity will be taken to ensure that the smoke detectors are hard wired.

9. External Works – Paths, Paving and Hard Standings (£136,500)

As well as owning its own housing stock, the Council also owns paths, paving and hard standings that service some of the stock. These areas have fixed useful lives beyond which they require either replacement or refurbishment. Surveys have been undertaken of the condition of these areas and this budget will enable the resulting required work to be undertaken.

10. Fire Safety Assessment and Remedial Work (£371,000)

The introduction of the Regulatory Reform (Fire Safety) Order 2005 included a mandatory requirement for housing providers to carry out a fire risk assessment on the communal areas of flats within the housing stock and rectify any deficiencies. Fire risk assessments of the Council's general housing stock have been completed and are reviewed periodically. Fire risk assessments of the Retirement Living stock have been completed and are reviewed annually. The reviews have required the commissioning of a specialist company to conduct in depth sample surveys of the communal areas.

This budget will enable fire safety assessment work to continue and resulting remedial work to be undertaken.

11. Garage Refurbishment (£243,800)

The Council owns over 800 garages that are rented out to Council tenants and private residents. Garage rents increased in recent years. During a consultation with garage tenants before the rents were increased, a commitment was given to use some of the extra revenue generated to improve the condition of the garages. Whilst some garages have been improved recently and some are highlighted for possible redevelopment, it is estimated that over 600 garages require improvement. This budget will enable a garage refurbishment programme to commence.

12. HRA Stock Condition Survey (£100,000)

Following the investment of significant sums in recent years to maintain and enhance the condition of the Council's housing stock, it is proposed that a detailed stock condition survey is undertaken to determine the present position and provide an evidence base for future decisions. This budget is intended to meet the cost of the condition survey.

13. New Ways of Working (NWOW) – Housing (£100,000)

As part of the implementation of the New Ways of Working (NWOW) initiative intended to introduce more modern working practises as well as result in a reduction in office space, it is proposed to refurbish the area occupied by the Housing Team on the first floor of the Council Offices building. This budget intended to meet the cost of these works.

14. Contingency sum (£27,900)

This budget is intended to meet the cost of Housing Revenue Account unforeseen capital items that need to be addressed during the financial year.

<b>HOUSING – REVIEW OF FEES, CHARGES AND ALLOWANCES</b>		
<i>All fees and charges are quoted exclusive of VAT, which will be added where applicable.</i>		
	<b>Present 2018/19 £</b>	<b>Proposed 2019/20 £</b>
<b>Lifeline</b>		
Charge per week	3.50	3.62 CPI plus 1%
<b>Guest Room</b>		
Room per night	18.00	20.00
<b>Communal Lounge Hire</b>		
Per hour	(between £13.00 and £25 dependent on facilities and seating capacity)	no change
<b>Short Stay Hostels (Daily Charge)</b>		
50 Nether Street	17.50	17.50
52/54/56 Nether Street	17.50	17.50
Knapp Avenue	17.50	17.50
Plowmans Court	17.50	17.50
<b>Lease Management Administration</b>		
Leasehold Charges	154.50	159.75 CPI plus 1%
<b>Right to Buy Administration</b>		
Provision of Historical Information	25.75	25.75
<b>Management Charge</b>		
<i>These figures are based on actual charges to tenants (48 weeks).</i>		
Sheltered housing scheme – type A	11.11	11.11
Sheltered housing scheme – type B	9.47	9.47
<b>Decorating Allowances</b>		
<i>Up to a maximums as indicated.</i>		
Electrical Rewire 1/2 Bed Flat	124.50	125.00
Electrical Rewire 2 Bed House	153.50	150.00
Electrical Rewire 3 Bed House	187.50	180.00
Electrical Rewire 4 Bed House	214.00	210.00
Partial Rewire/Decoration 1/2 Bed Flat	100.00	up to 100.00
Partial Rewire/Decoration 2 Bed House	123.50	up to 120.00
Partial Rewire/Decoration 3 Bed House	150.50	up to 150.00
Partial Rewire/Decoration 4 Bed House	171.00	up to 170.00
Heating Installation where back boiler removed	51.50	up to 40.00
Plastering Repairs (per room depending upon extent of damage)	between 12.50-40.00	between 15.00-40.00

	<b>Present 2018/19 £</b>	<b>Proposed 2019/20 £</b>
<b>Resident Involvement grants and allowances</b>		*CPI plus 1%
Maximum start up grant for local tenant/leaseholder groups	154.50	159.75
Maximum training grant for tenants to attend approved courses	103.00	106.50
Maximum one off grant to local tenant/leaseholder groups for purchase of equipment	154.50	159.75
Maximum on-going grants for local tenant/leaseholder groups to match local fund raising £ for £ approved items	257.50	266.26
Travelling allowance rates for attendance at meetings, training sessions, seminars and conferences	Applicable Casual car user allowances	Applicable Casual car user allowances

## Report of the Interim Strategic Director

### WORK PROGRAMME

1. Purpose of report

To consider items for inclusion in the Work Programme for future meetings.

2. Background

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

3. Work Programme

5 June 2019	
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(All meetings to start at 7.00 pm)

### Recommendation

**The Committee is asked to consider the Work Programme and RESOLVE accordingly.**

Background papers

Nil

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