

TENANTS AND LEASEHOLDERS PANEL

To: Councillors Lynne Hale, Maddie Henson, Oliver Lewis, Dudley Mead, Michael Neal, Joy Prince and Manju Shahul-Hameed

A meeting of the **TENANTS AND LEASEHOLDERS PANEL** will be held on **Tuesday 17th May 2016 at 6:30pm**, in **The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**.

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9 May 2016

AGENDA - PART A

1. Disclosure of Interest

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality in excess of £50. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Committee Manager at the start of the meeting. The Chairman will then invite Members to make their disclosure orally at the commencement of the meeting. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

2. Welcome and Introductions

3. Apologies for absence

4. Minutes of the meeting held on Wednesday 3rd February 2016 (Page 1)

To approve the minutes as a true and correct record.

5. Village waste collection - update

A verbal presentation by Barry Lambton (Green Spaces Manager)

6. The Council website

A feedback session highlighting user issues with navigability.

7. 2016/17 stock investment programme (Page 11)

Bob Richardson (Head of homes and school improvements) and Elaine Wadsworth (Head of asset management and involvement) - report attached.

8. Feedback

- a) London Tenants' Federation – Michael Hewlett
- b) ARCH – Michael Hewlett
- c) Croydon Voluntary Sector Alliance (CVSA) – Guy Pile-Grey
- d) Croydon Congress – Marilyn Smithies
- e) All Ages Inter-generational update – Sian Foley

**9. FOR INFORMATION ONLY:
Resident Involvement Activity Report (Page 19)**

The report of Tim Nash (Resident involvement and scrutiny co-ordinator) is attached.

AGENDA - PART B

None

TENANTS AND LEASEHOLDERS PANEL

Minutes of the meeting held on Wednesday 3rd February 2016 in The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX

Present: Michael Hewlett (Chair), Marilyn Smithies (Vice-Chair), Syed Ahmed, Yaw Boateng, James Cassidy, Peter Cooper, Bernard Daws, Jim Mansell, Edita Meier, David Palmer, Guy Pile-Grey, John Piper, Stephen Pollard, Sharon Swaby, Laurence Taylor, Kim Wakely, Colin Wood

Councillors: Maddie Henson, Oliver Lewis, Joy Prince and Manju Shahul-Hameed and Alison Butler, Deputy Leader (Statutory) - Cabinet Member for Homes & Regeneration

Observers: Ken Constantine (Sustainable Communities Manager), Sian Foley (Head of Service Development), Judy Pevan (Service Manager, Stock Investment), Paul Ratcliffe (Head of Community & Street Safety), Bob Richardson (Head of Planned Maintenance and Improvements), Keith Robbins Business Partner, Finance & Assets), Chris Stock (Resident Involvement & Scrutiny Manager), Stephen Tate (Director of District Centres & Regeneration), Elaine Wadsworth (Head of Housing Strategy & Commissioning), plus the Neighbourhood Safety Management Team: Patrick Manet (SW Croydon), John Sampson (SE Croydon), Daniel Guildford (Central Croydon), Dermot Linehan (NE Croydon), Chris McAvoy (Enforcement team), Stanley Enyinnaya (NW Croydon) and Ken Constantine (Community Engagement)

Absent: Councillors Lynne Hale, Dudley Mead and Michael NealAishnine Benjamin, Marion Burchell, James Cassidy, Sylvia Fletcher, James Fraser, Jim Mansell, Edita Meier, Julian Paine, David Palmer, Maureen Symes, Jamil Tarik and Laurence Taylor

A1/16 DISCLOSURE OF INTEREST

There were no disclosures of pecuniary interest at this meeting.

A2/16 WELCOME AND INTRODUCTIONS

The Chair, Michael Hewlett, welcomed all to the meeting.

A3/16 MINUTES OF THE MEETING HELD ON TUESDAY 13TH OCTOBER 2015

The minutes of the meeting held on Tuesday 13 October 2015 were agreed as a true record of the proceedings.

HRA RENT, SERVICE CHARGE, GARAGE RENT & BUDGET SETTINGS FOR 2016/17

Keith Robbins (Finance Lead) introduced the report and apologised for the lateness of its distribution. A number of changes had to be made and it was only finalised on the morning of this meeting.

- First major change from previous years - setting for rents based on Government guidance but this year there is no discretion as rents are being set by statute and are to be reduced by 1% each year for the next 4 years
- Croydon needs bigger reductions in expenditure to match the reduced rents
- Service charges to remain unaltered
- Garage rents will increase by 2%
- Car parking spaces to be £7pw for tenants and £10pw for non-tenants
- Disposal of high value homes - government proposes to extend the right to buy to housing association tenants, with funding to coming from selling high value council houses
- Pay to stay - government proposal for market rent to be paid by tenants with a household income in excess of £40,000
- The 1% rent reduction will result in shortfall of circa £13million over the next 3 years
- Planned maintenance & improvements expenditure reduction from £30m+ to £27m

The following concerns were raised:

- Impracticality of cutting rents whilst still providing adequate maintenance with an increased minimum wage
- How secure is Croydon's safeguarding of IT information and databases?
- Lack of repairs to garages
- Distribution of caretaking costs - salaries paid to caretakers
- Housing benefits eligibility of service charges
- Harmonisation of rents between Council tenants and housing associations
- Disabled people's parking permits - cessation of discount

Responses:

Through London Councils there has been strong lobbying on the issue of reduced rents. The long term impact is a massive loss of income.

IT security is a very important issue and the Council continues to look at systems to ensure the best is in place.

Please report any outstanding garage repairs to the Council and we will look into it.

Caretaking expenditure is the total cost for the whole service, not just the caretakers' salaries.

Service charges - depends on circumstances and how housing benefit is assessed. The government ended harmonisation of rents between tenants and housing associations and we had not achieved it by that time.

We will look into disabled parking permits and come back to you.

Keith Robbins was retiring, so the chair and panel members gave him a round of applause for his work over the years.

A5/16 UPDATE ON EYES & EARS PROJECT

Paul Ratcliffe (Neighbourhood Operations Manager) summarised the report:

- Implementation going well at this stage of the service
- Officers are now more visible on estates
- Uniform provides easy identification of officers
- Feedback report from officers - will be circulated with the minutes (see attached)
- The team is working with the youth outreach service and community engagement
- New channels of information sharing are being developed to provide evidence of outcomes
- A more detailed reporting mechanism is being developed, tied in to neighbourhood enforcement officers
- A bespoke service database - corporate standard system for Croydon - will give real time data and responses to jobs - to be rolled out late Feb/early March
- The team is working on youth congregation, cannabis smoking, engaging with local business owners, attending schools and ASB in various locations. There is a lot of multi-agency working, covering patrolling and monitoring. We are starting to engage more with community groups.
- In future, reports will be sent out with agendas.

The management team was introduced:

- Patrick Manet - SW of borough - Sanderstead, Purley, Kenley, Coulsdon East, Coulsdon West
- John Sampson - SE - Shirley, Heathfield, Selsdon & Ballards, New Addington & Fieldway
- Daniel Guildford - Central - Addiscombe, Broad Green, town centre, Fairfield, Croham, Waddon
- Dermot Linehan - NE - Upper Norwood, South Norwood, Woodside & Asbhurton
- Chris McAvoy - enforcement team
- Stanley Enyinnaya – NW - Norbury, Thornton Heath, Bensham Manor, Selhurst, West Thornton
- Ken Constantine - Community Engagement

The following comments were made:

- At the New Addington Neighbourhood Policing Panel meeting, Ken Burgess, representing traders in Central Parade, said how much better Central Parade is now - a lot of work is being done with young people and ASB has been reduced.
- Drug and drinking problems are increasing as warden visits around estates are not so regular. Youths are hanging around, smoking dope, drinking and smoking.
- In South End 2 or 3 safety officers visit regularly but they were looking out for spitting and dropping of cigarette ends.
- Spitting spreads disease

Responses:

Paul Ratcliffe: At court last week, offences occurring across tenures were dealt with. Fines were high for spitting, as magistrates took the view that it is not just anti-social but also a health issue. The Council accepts that 100% provision will no longer be provided but we disagree that 31% coverage over last 3 months is not good enough. There have been good outcomes on estates. There are things going on that you may not see. We are working in Monks Hill to reduce fly tipping and ASB.

We cannot provide the same service but have much better co-ordination between other services - police etc. At the next meeting perhaps we can get feedback from the Safer Neighbourhood Ward Panels. There needs to be a meeting between all the services so they can work together to deliver a whole service.

An issue of mopeds being ridden across Shrublands estate was raised and it was pointed out that this should be reported to the local police team.

Cllr Shahul-Hameed: I go on estate inspections every month. Most of the response has been quite positive. People are pleased with the amount of work officers are doing. There might be specific issues. On Heathfield there were issues with clearing of rubbish but that has been dealt with. Please thank all the officers for their work.

Cllr Oliver Lewis: Young people riding mopeds is a big issue. Perhaps there is a role for the neighbourhood safety teams to engage more with these young people - working with residents on estate walkabouts.

Paul Ratcliffe: We are trying to co-ordinate with other agencies and other parts of our own services. Co-patrolling is not a problem. There is a role for tenancy officers as well and also the youth outreach team. We are spreading the workload.

A6/16

VILLAGE WASTE COLLECTION - UPDATE

Barry Lambton was unable to attend due to illness so this item was deferred to the next meeting.

RE-PROCUREMENT OF PLANNED MAINTENANCE

Bob Richardson (Head of homes and schools improvements) gave a verbal update:

- General building contract - Mulalley awarded the contract - high quality bid at cost which will save the Council at least £2m pa
- Session held with resident group covering outcome of bids - thanked for time and energy put into this work
- Mobilisation of contract started just after Christmas
- Number of residents involved already
- Some additional residents selected - carried out choices - colour range of bthrooms and kitchens - identified 6 pilot properties to have new kitchens and bathrooms fitted - standard quality and process test
- Price Kitchens - near Fiveways - make kitchens - local company - generating additional jobs for Croydon people
- Other contracts - Lift contract - advanced stage but reviewing outcome of tenders - need to update resident group in terms of recommendations - not yet concluded - thank residents who worked on that
- Electrical contract - looking to publish this shortly but formed steering group of residents to work on that procurement - first meeting on 18 February
- Window replacement contract - will follow procurement for electrical

The following issues were raised:

- What happened about the mechanical contract?

Bob Richardson: The Council made the decision to continue with the existing contract, as there was a 5 year extension clause. A benchmarking exercise showed it has the highest resident satisfaction of all contracts and at a very low cost. We felt it was not worth the cost of re-tendering in a time of austerity. At no extra cost we got the contractor to offer a lot of social value by extending their contract. They are developing some community engagement and also career paths. We welcome any suggestions from community and voluntary groups who think they might benefit from any of the contractors. We want to identify areas or groups leading to better outcomes for young people, disadvantaged groups etc, so please let me know.

- Kitchen, bathroom and window renewals - can they be extended to leaseholders at a cost?

Bob Richardson: We already do that for windows, as they are part of the fabric of the building so we look to do all windows. However, if a leaseholder wants to do their own, they can do that.

Kitchens and bathrooms - the new tender touched on that. We requested some 'in principle' ideas to extend to leaseholders. All the contractors struggled with it because of issues around who would own the contract and how would payment be made? However, we have enough of an offer to develop.

A8/16

REVISED RESIDENT INVOLVEMENT FRAMEWORK

Chris Stock (Resident Involvement Manager) explained the report:

- Plain English explanation of 1% reduction - a request to feedback by Friday was made, so it could go out with the rent letters
- Resident Involvement Framework - always looking to review the way we engage with residents
- Impact assessment is done annually
- Performance monitoring and Resident Involvement groups not working as well as they could
- Looking at service improvement developments
- Groups to meet quarterly
- Repairs Group - Lorraine Smout
- Resident Involvement Group - Chris Stock
- There will be one for each of the service areas - looking at performance data, cost of services, satisfaction and benchmarking with other providers, and areas where things are not going as well as hoped
- Proposal to set up a number of Service Improvement groups (12 on each group):
 - Income & Welfare - invitation to join will go out later this month
 - Repairs (already exists)
 - Letting Service
 - Planned maintenance & improvements
 - Tenancy & Neighbourhood Services
 - Leaseholders
 - Your Rent Your Say Group (Scrutiny group)

A9/16

OPEN HOUSE NEWSLETTER – FUTURE OPTIONS

Chris Stock mentioned that Open House has been going since 1988. It is a regular newsletter to keep tenants and leaseholders up to date with things happening in the housing area - community activities, changes to services etc.

- Times are changing with the need to cut costs - printing and delivery expensive - 50p to post each one
- Many people now prefer to receive electronic copies
- Research has been carried out and the majority of residents find it of use
- Open House will continue to be produced
- Next issue out shortly

- After that, residents will get a choice - to have it emailed or to opt in to have it posted
- We hope the majority will opt to receive the online edition and this could save up to £50k pa
- We will ask people to contact us with their email addresses as we do not have all of them
- Hard copies will still be printed and some left in communal areas for people to pick up

Marilyn Smithies commented that the Council website is not user friendly. It is very difficult to find what you are looking for.

Chris Stock assured the meeting that the housing pages should be up to date but that he will speak with colleagues to see how it can be improved.

Cllr Alison Butler suggested that it would be constructive for the Comms Team to come to the next meeting to have the difficulties local residents have with the website explained to them. She continued that it will be more cost effective and environmentally friendly to email the newsletter and that the Council is reaching out to people who are digitally excluded.

A10/16

HOUSING INFORMATION BUS – FUTURE USE

Chris Stock gave an update about the Housing Information Bus:

- Pilot not gone as well as hoped
- Bad luck with the weather
- Photos (included with minutes)
- There was a lot of publicity - posters, flyers etc
- The purpose was to help people with any housing issues
- The bus had chairs, a computer, printer, wi-fi and a kitchen area
- There was also the opportunity to have private conversations
- There was a problem of branding - the bus was originally for health services - tried to disguise
- Visited New Addington, Waddon, Shrublands (where it rained), Thornton Heath (best turn out)
- Those who came were very positive - liked face-to-face information
- Now re-branded - 'Wellbeing Information and Advice in Croydon'
- Contract extended until September
- Housing negotiating - option to pay-as-you-go - £331 for each use (comes with driver)
- Asked to make use 9 times - £3,000
- Feedback requested

The following comments were made:

- It was decided at Resident Involvement Group that, if there is not a good reason to use the bus, it should only be hired when needed.
- Would be good idea to revisit Shrublands in July - could be profitable if better weather.
- In Thornton Heath, the siting is critical so does it not cause congestion.

The meeting decided that a deal should be negotiated on an 'as you want it' basis, not committed to 9 uses.

A11/16 SCRUTINY UPDATE

Yaw Boateng explained that the group is still working on the issue of communications with residents. Resuming meeting tomorrow to continue. the website will be part of Scrutiny, working with the central communications team.

A12/16 FEEDBACK

London Tenants' Federation - Michael Hewlett

- Crisis in housing in London
- Number of groups and universities getting money to research it
- LTF being approached to give advice - a grant will be available to do more research on behalf of residents in London

ARCH - Michael Hewlett

- Monthly bulletin now - will pass by email (hard copies available)
- In co-operation with Nat Fed of Almos, made pres to House of Lords - Housing Bill still going through
- Questioned a lot of articles - next bulletin will have update

CVSA - Guy Pile-Grey

- 2 subjects over last year
 - Opportunity & Fairness Commission - challenges facing Croydon - life exp, inequ, ed and diversity - issues around homelessness - eviction by private landlords. Cons with vol sector. Findings can be found in doc (28 Jan launch)
 - European Social Fund - Croydon won sub amount of money specifically for priorities already set - ethnic diversity,
 - Steve Phaure bringing lot of vol groups together

- CVSA Meeting this morning - information at next meeting

Croydon Congress – Marilyn Smithies

- The 'say something if you see something' campaign is jointly run by Croydon Council, the Metropolitan Police and the London Safeguarding Children Board
- At the 26 Nov 2015 meeting, delegates were asked the important questions:
 - 'Can you see it, can you help stop it?'
- A film featuring local young people talking about their own experiences of sexual exploitation was shown, emphasising the devastating impact that this has on people's lives
- Following the last report on 13 October 2015, several people and Councillors stressed the importance of informing people in Croydon about CSE, so this report was promised for this meeting
- Unfortunately, the same question arises, as with the Congress meeting on 11 June 2015, highlighting the changing attitudes to domestic abuse and sexual violence and how the public, business, community, faith and voluntary sectors have a key role to play in shaping the borough's future safety - both meetings have highlighted areas of major concern, with keynote speakers and heartbreaking films, but what is the purpose of these meetings other than to shock, if Croydon Congress is not updating the attendees of any progress?
- Are these meetings merely 'tick box' exercises?

Cllr Butler: Aware reports back to Cabinet - reports should be forwarded

Marilyn Smithies: Cannot report what has happened since June 2015.

Stephen Tate: Serious subject - need to report back.

Peter Cooper: How much are the police involved.

All Ages Inter-generational Update - Sian Foley

- Family safety challenge - fourth event - 30 groups - quizzes - final Fri 19 Feb at Fairfield Hall - covering fire safety

A13/16

FOR INFORMATION ONLY: RESIDENT INVOLVEMENT ACTIVITY REPORT

This report was for information only. There were no questions.

It was mentioned that 14 agenda items were too many and there was not enough time for residents to express themselves. Item 7 will go on the next agenda - a lot of questions need to be answered.

A request was made to Invite Safer Neighbourhood Teams to come to the next meeting to raise issues about ASB.

Chris Stock explained that these issues will be covered at the Service Improvement Groups as there is not enough time to cover them at TLP meetings.

A suggestion was made that questions could be posed in advance of a meeting, so that responses could be given at the meeting.

A14/16 DATES OF NEXT MEETINGS

Future meetings are all in the Council Chamber, Town Hall, Croydon at 6.30pm:

- Tuesday 26 April 2016
- Tuesday 5 July 2016
- Tuesday 4 October 2016
- Wednesday 18 January 2017
- Tuesday 4 April 2017

The meeting ended at 8:40pm

Lead Officer(s): Director of District Centres and Regeneration

Wards: All

Agenda Item:- 7

Subject: STOCK INVESTMENT PROGRAMME 2016/17

RECOMMENDATIONS

The Panel is asked to note the 2016/17 capital investment programme relating to investment in the council's housing stock set out at Appendix 1

1. Purpose of Report

- 1.1. Each year, the council undertakes a programme of capital works to its stock. Within this overall programme is a range of works to improve individual properties, blocks of flats and the wider environment.

2. Background

- 2.1. The council has 13,782 tenanted homes within the housing revenue account, with a responsibility to maintain and improve conditions and standards through an ongoing programme of capital investment. We also have 2,239 leasehold homes for which we have more limited responsibilities for works which are generally recharged to the owners. The aims of investment are to:

- Prevent deterioration in the condition of the stock and remedy the effects of ageing, wear and tear, and environmental factors, thereby prolonging the life of the asset and protecting its value
- Meet statutory and regulatory requirements, eg in relation to fire safety and asbestos
- Ensure that components such as windows, roofs, boilers and kitchen facilities are renewed over time, generally in accordance with product lifetimes and industry standards
- Improve standards and provide additional features to enhance the quality of housing for tenants and leaseholders, and to help achieve certain objectives such as better energy efficiency which in turn results in lower carbon emissions and lower fuel bills

- Improve the accessibility of the stock for people with mobility or other disabilities ensuring that the council's homes cater to older and vulnerable people
- Make best use of the housing stock through the conversion of homes to better meet housing need or through the provision of specific facilities
- Improve the quality and appearance of estates, thereby providing safe, attractive and neighbourly places in which people want to live.

2.2. The housing strategy sets out some specific targets for the stock:

- 100% of homes to be maintained at the decent home standard over time
- A year-on-year improvement in energy efficiency as measured by RdSAP (the target for 2020 is now 70.6 against 67.88 for 2016)
- To assess and improve fire safety, with 100% of blocks of flats complying with regulations (we will achieve 100% by 31 March 2017)
- Approximately 320 tenants helped to remain in their homes each year through major adaptations

Resources for investment

2.3. The level of resources for 2016/17 has been set at £26.77m, somewhat below the recent baseline of £29.77m. The reason we have made this reduction is the requirement in the welfare reform and work act for social landlords to reduce rents by 1% a year for the next four years with a loss in income this year of £3m. However, the reduction in the investment programme has been achieved without any impact on the service. We achieved an annual saving of about £2m through the re-procurement of the general building works contract starting in April 2016. In addition, we have been able to reduce some programmes (fire safety works and new door entry systems) because we are now in the final stages of meeting our targets. Nonetheless, some backlogs remain.

2.4. Compared with other London councils and ALMOs, investment per property is relatively low even since 2012. In 2014/15, it was £2,079 compared with an average of £2,256. However, the increase in spend was relatively high and, in that same year, we had the best performance of all peers (100% decent homes) and the second best tenant satisfaction with the home (79%).

3. The programme in detail

3.1. Appendix 1 sets out the programme for 2016/17. The overall level of investment will ensure that we meet current outstanding need and regulatory requirements as well as enable progress towards longer-term goals.

3.2. The main elements of the programme are as follows:

- Kitchens and bathrooms: an amount of £5.5m will enable us to modernise facilities where these no longer meet the decent home standard (eg the kitchen is older than 20 years and bathroom older than 30 years). These properties have been identified through home surveys. In the case of some older properties (four planned this year), we can only achieve the modern standard by extending the property.

- Energy efficiency programmes; altogether £4.59m has been allocated for a range of works, principally boiler and central heating upgrades (including communal systems). Our current target is to replace boilers which are 15 or more years old. We have been reducing the backlog of boiler replacements each year since 2013; at current levels of investment, all boilers will be less than 15 years old by 2021/22.
- Health and safety: £700k has been allocated to a range of measures which will ensure we meet our regulatory obligations including by removing asbestos, replacing fire alarm systems and improving the safety of communal parts in the event of fire.
- Roofs: we have a small programme of roofs identified by the responsive repairs section as beyond repair and requiring replacement, with a contingency for any further properties arising during the year (£450k in all).
- Windows: £1.85m has been allocated to windows. The recent focus has been on replacing all single-glazed windows with double glazing and we have now met that target. The current focus is on replacing all aluminium windows with uPVC ones. Beyond that, all windows will be less than 30 years old by 2020/21.
- Re-wiring: £1.8m has been allocated to re-wiring to renew systems and make them more appropriate for modern day lifestyles.
- Security measures: a key issue for tenants is security and we have a number of measures to better protect individual homes and blocks of flats from intruders. £350k has been allocated to the installation of door entry systems, and £450k to individual security doors. By the end of 2017/18 all feasible blocks will have a door entry system installed.
- Major adaptations: demand for adaptations arises during the year and is identified by the occupational therapy service. The level of funding (£1m) is based on historical levels of demand.
- Associated in-house costs: £2m has been allocated for in-house staff involved in asset management and planned works contracts. It should be noted that this level will fall to closer to the outturn for 2015/16 (£1.6m) following changes to how we manage contracts and to a business transformation project involving the enhancement of the Apex asset management system.
- Major projects: a number of blocks of flats or estates have been identified for major works in the coming two or three years. We will be undertaking feasibility studies and commissioning surveys where appropriate so that we can develop and cost up programmes of work. We have allowed £750,000 in the current year towards one of these projects.
- Conversions and extensions: each year, we undertake a number of such measures, often to properties requiring structural works, to create large family homes or to convert single to multiple homes, in both cases to help us meet local housing need. There is a separate budget (currently amounting to £400k). We have two properties in this programme which will increase the number of homes from two units to either four or six.

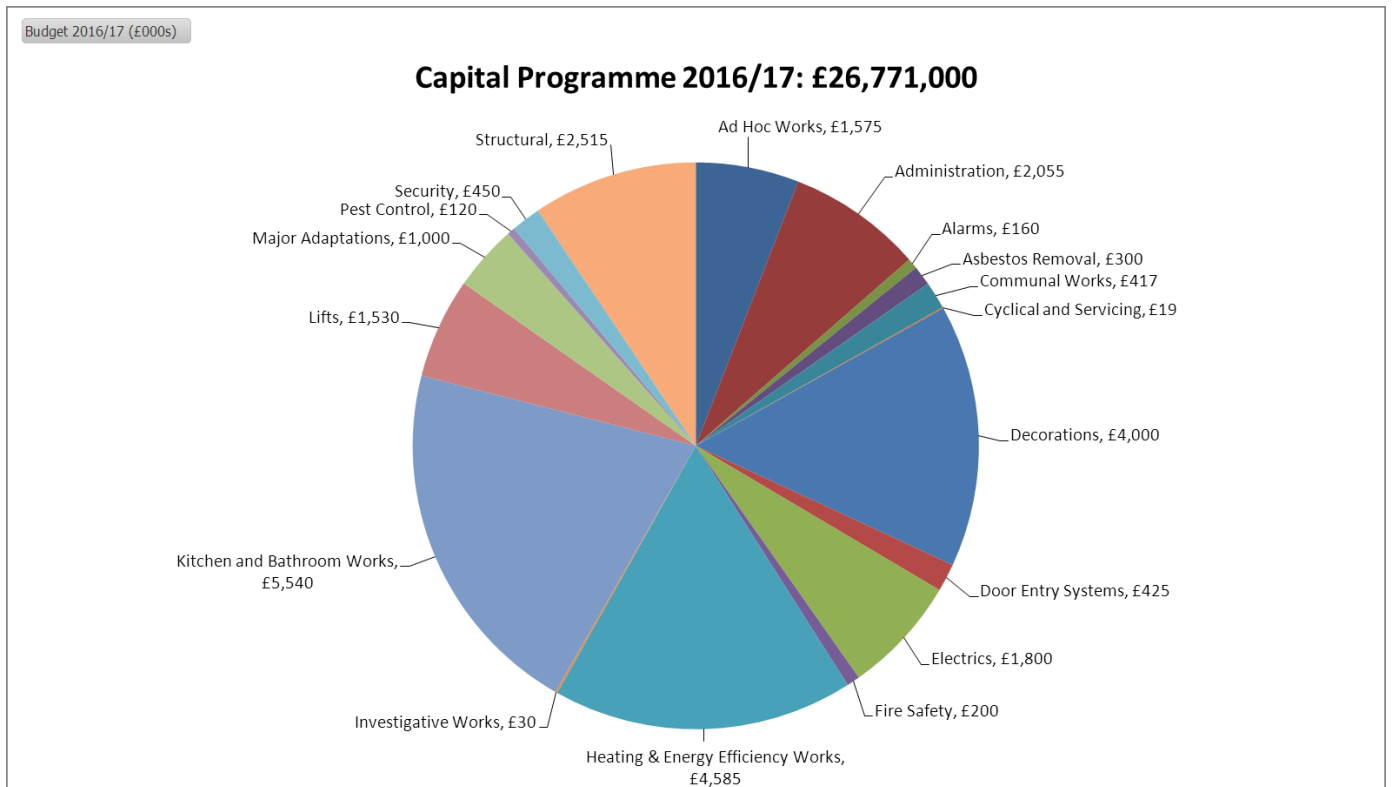
Appendix 1 – the 2016/17 stock investment programme

Work Type	Budget 2016/17 (£000s)	Homes (Blocks)
Ad Hoc Works	£1,575	
Ad Hoc Works - Auckland Road	£360	(1)
Ad Hoc Works - Emergency Lighting	£50	c
Ad Hoc Works - Fire Damage Works	£30	c
Ad Hoc Works - Health & Safety Works	£100	c
Ad Hoc Works - Minor Adaptations - New Tenants	£10	c
Ad Hoc Works - Minor Estate Improvements	£75	c
Ad Hoc Works - Retirement Homes Works	£200	c
Special Project	£750	n/k
Administration	£2,055	
Apex Development	£55	n/a
Support costs (client staffing)	£2,000	n/a
Alarms	£160	
Alarms - Fire Alarm Replacement	£120	c
Alarms - Warden Alarm Replacement	£40	c
Asbestos Removal	£300	
Asbestos Removal & Inspection	£300	c
Communal Works	£417	
Communal Flooring	£367	(19+)
Garages - Demolition	£50	n/a
Cyclical and Servicing	£19	
Cyclical - Inspection & Maintenance of Playgrounds & Equipment	£19	n/a
Decorations	£4,000	
External Decorations	£3,750	(151) 581 houses
Supported Decorations Scheme	£250	c
Door Entry Systems	£425	
Door Entry System	£410	(25)
Door Entry System - PAC Testing	£15	
Electrics	£1,800	
Electrics - Rewiring	£1,800	750
Fire Safety	£200	
Regulatory Reform Order (Fire Safety)	£200	42 blocks
Heating & Energy Efficiency Works	£4,585	
Carbon Monoxide Detectors	£10	c
Communal Boiler Replacement	£150	(2 or 3)
Energy Efficiency Measures	£25	c
Energy Performance Certificates	£50	c
Gas Central Heating - Programmed Replacements	£4,000	1,122
Gas Central Heating - Repairs Replacement	£300	c
Gas Central Heating - Storage to Gas	£30	6

Thermal Imaging	£20	n/a
Investigative Works	£30	
Option Appraisals & Feasibility Studies	£30	n/a
Kitchen and Bathroom Works	£5,540	
Kitchen & Bathroom - Pilot for New Contract	£40	6
Kitchen & Bathrooms - Extensions	£500	(5-10)
Kitchen & Bathrooms - Replacement	£5,000	694
Lifts	£1,530	
Lift - Motor Room Improvement	£30	C
Lift - Refurbishment	£1,500	(15)
Major Adaptations	£1,000	
Major Adaptations	£1,000	c
Pest Control	£120	
Pest Control	£120	(174+)
Security	£450	
Security Door Installation	£450	237
Structural	£2,515	
Roofs	£450	(5) 12
Subsidence	£215	(1) 2
Windows Replacement	£1,850	(34) 277 houses
Grand Total	£26,721	

C: contingency (amount based on previous levels of need arising during the year)

Appendix 2



Appendix 3 – Performance Data

Chart 1: Percentage of properties meeting the decent home standard over time

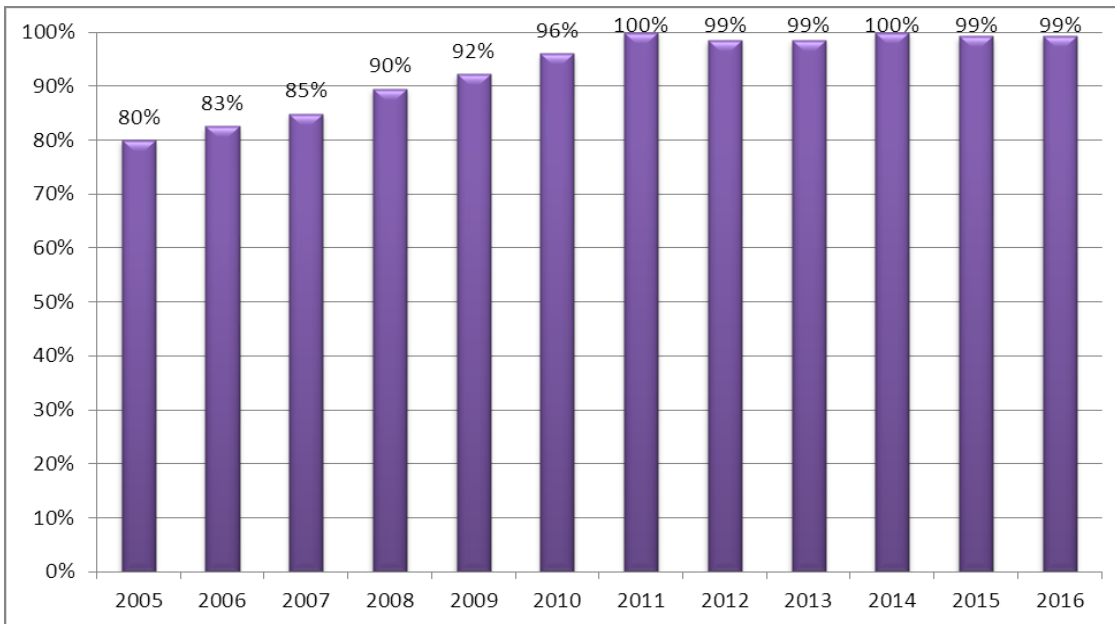
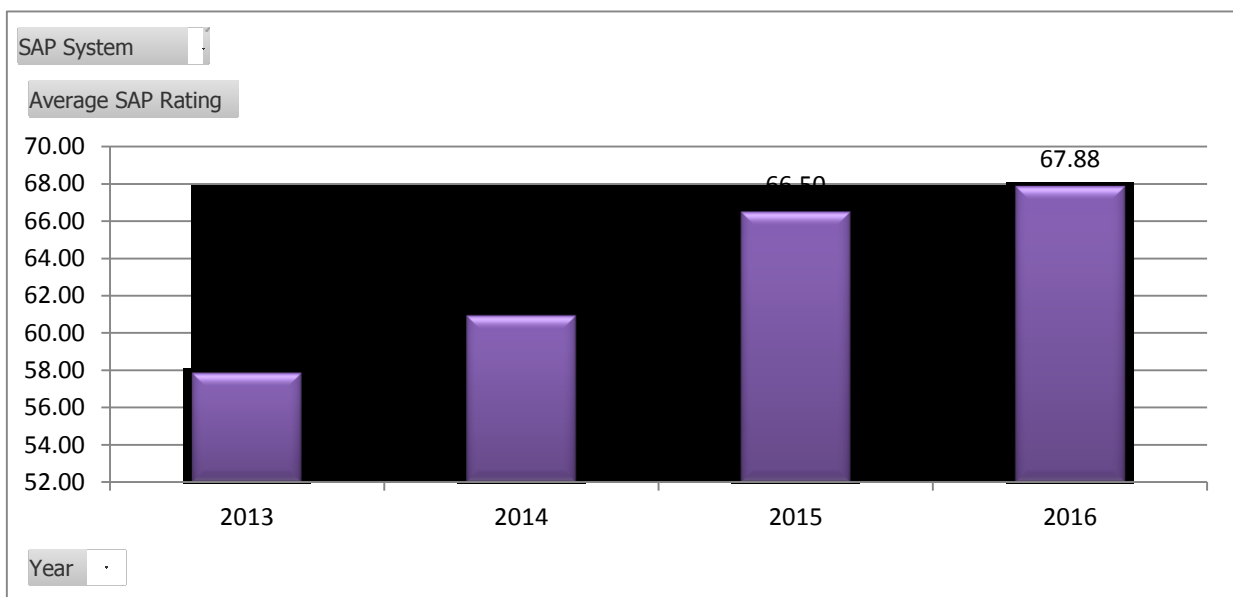


Chart 2: Energy rating of the housing stock



Energy efficiency

Energy performance is measured against the data standard assessment procedure (SAP). The ongoing programme includes a range of measures which improve energy efficiency – replacing older boilers with more efficient ones, topping up loft insulation, cavity wall and solid wall insulation, replacing storage heaters with gas systems, double-glazing and new doors with a better thermal performance etc. The 2015 figure compares well with the national social housing average of 62.9.

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Tenants' & Leaseholders' Panel

17 May 2016 – Agenda Item 9

Resident involvement & scrutiny team update

January - March 2016



Activity	What has happened
Service improvement groups	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service area in some detail and discussing opportunities for improvement with managers.</p> <p>Tenancy and neighbourhood services 22 residents attended the first meeting of this group in late January and the next meeting will be in May.</p> <p>Income and welfare benefits This group met in February and 5 residents attended. The next meeting will be in June.</p> <p>Leaseholder group This group had its first meeting in March and was attended by 11 residents and the next meeting will be in June.</p> <p>The above three meetings were the first in each case and members of each group:</p> <ul style="list-style-type: none"> • were introduced to the relevant service managers • were advised of the terms of reference and purpose of the group • and discussed the performance information they would like to receive to help them monitor the service. <p>Resident involvement group (RIG) RIG has not met this quarter</p> <p>Repairs group ??</p>
Sheltered housing panel	<p>The panel has not met this quarter.</p> <p>The next meeting will take place on 6 April 2016. This will be in the Community Space with an opportunity for smaller groups to discuss agenda items and feed back to the panel as a whole. One agenda item will be a further review of the panel terms of reference and membership.</p>
Housing disability panel	<p>The panel met on 2 March 2016 and was attended by 12 residents.</p>

	<p>Geoff Wills the Chair of Croydon Adult Social Services User Panel (CASSUP) came along to talk to the panel about the role of CASSUP. Sarah Randall attended from Parking Enforcement to discuss the issues affecting disability parking and Margaret Padmore (Tenancy Manager) came along to answer any tenancy related queries. There was also a discussion regarding the continuing role of the panel and it was agreed that the panel would continue.</p> <p>The next meeting is scheduled for July 4. Agenda items include:</p> <ul style="list-style-type: none"> • Keeping safe and secure at home and out and about • Improving communication with disabled residents.
<u>Your Housing, Your Questions</u>	There were no YHYQ events this quarter.
<u>Housing ID</u> (formally known as the Housing Sounding Board)	<p>Membership is now at 475 residents.</p> <p>This quarter members have been invited to take part in the income and welfare service improvement group, mystery shopping, neighbourhood voice and a consultation exercise regarding Ashburton Park.</p> <p>Following on from the Autumn survey the RI&S team have been contacting Housing ID members who requested a phone call to discuss involvement options. Many of those contacted have added additional activities.</p>
<u>Adult social services involvement</u>	<p>CASSUP met for a full panel meeting in January to meet with Pratima Solanki, the new director of adult care services.</p> <p>In addition the following also took place:</p> <ul style="list-style-type: none"> • a working group met in February • action plans were progressed with the contact centre, domiciliary care including meetings with managers and written updates to recommendations. • Some panel members visited the contact centre and Access Croydon to see them in action and gave feedback on their observations. • The panel planned the March Taasc event, briefed speakers and wrote reports to be presented. <p>The Talking about adult social care event took place in March, attended by around 50 service users and carers. Feedback on key benefits and concerns has been passed to the DP manager and transformation lead. An update will be given on how this has been incorporated in shaping the new service.</p> <p>CASSUP news, the e-newsletter, was sent out in January, with an additional mailing in February inviting people to attend Taasc.</p>
<u>Surveys</u>	<p>The following surveys have been carried out this quarter:</p> <ul style="list-style-type: none"> • Adult safeguarding - a survey of clients who have been through the procedure. The purpose is to ascertain whether the reported issue has been dealt with and resolved to the client's satisfaction. The results are being used to improve the safeguarding service. • Anti-social behaviour – an ongoing follow up telephone survey of tenants who have reported ASB which has then been investigated by their tenancy officer. Views are sought on how the tenant feels the complaint was investigated and if it was resolved to their satisfaction. • Beech & Cedar Houses – A face to face survey of tenants in both

	<p>blocks was conducted to assist the East tenancy team to resolve issues around use of the car park after concerns were raised at a meeting of Cedar House residents association.</p> <ul style="list-style-type: none"> • Windmill Bridge House – A face to face survey of tenants in this block regarding proposed changes to the car park in order to improve on-site parking and security. Changes include removing the current garages and replacing with additional parking spaces, removing the current clothes drying area and replacing with blue badge holder parking spaces and replacing the lock on the car park gate with one that is more efficient and improves security. • A face to face survey was carried out of residents in 3 sheltered blocks – Ashwood Gardens, Beech House and Cedar House to find out the Internet skills level for residents and to identify those that would be interested in getting involved in the Go On Croydon project (for IT training and support).
Scrutiny panel	<p>The scrutiny panel are part way through a scrutiny exercise examining the area of communication from the housing service with tenants and leaseholders. The report will be available later.</p> <p>The panel has an ongoing recruitment process and anyone interested in joining the panel is invited to complete a self-assessment application form. New applications have been received and applicants are to be interviewed for suitability by panel members and staff.</p>
Housing complaints panel	<p>The complaints panel (HCP) met in January.</p> <p>The Contact Centre manager – Jacqui MacIver Dix attended the meeting to discuss performance reports regarding the work of the contact centre and Access Croydon.</p> <p>The panel have taken on regular monitoring of the housing scrutiny panel action plan for Contact Centre services.</p> <p>The complaints resolution manager also attended and discussed the performance report from the housing complaints service.</p> <p>The next panel meeting will take place in April.</p>
Your rent, your say	<p>The panel met in January to discuss the impact of the requirement to reduce rents by 1% each year for 4 years from 2016/17 and how residents could be involved in reviewing spending priorities. This group will also receive the council’s annual HouseMark benchmarking report.</p>
Neighbourhood voice (NV)	<p>119 NV forms were completed by 50 residents this quarter, giving valuable feedback on the services delivered to estates throughout the borough.</p> <p>Recruitment of NV’s is ongoing and additional recruits to the scheme have been identified following the team’s recent phone round of Housing ID members.</p>
Mystery shoppers	<p>A mystery shopping exercise took place this quarter looking at leaseholder services. 11 residents attended the training in February, most of whom carried out mystery shopping on behalf of the team during March. A report will be produced and the results will be presented to managers in April.</p>

Residents' training	<p>This quarter 11 residents took part in mystery shopping training.</p> <p>One resident took part in 'Tenant involvement now' event and 3 residents took part in a training course on 'measuring success in resident involvement'</p> <p>Any resident who would like to receive training to help them in their resident involvement role can ask to be booked on a session that interests them. The full range of options is shown on the residents training page of the council website. However, the team are currently focussing on providing specific training to those who are involved in a particular group or activity.</p>
Involve e-newsletter	<p>The online newsletter was sent out in January to over 2500 residents. Topics included service improvement groups, Shrublands Neighbourhood Action Plan, and help for residents to get online.</p> <p>The next newsletter is scheduled to be sent out in early April.</p>
Housing information bus	<p>The housing information bus visits a different part of Croydon each month. A variety of housing services are represented on the bus to answer a range of questions from service users. The number of visitors has been varied and we are experimenting with locations and timings.</p> <p>After a winter break, the next stop is scheduled for late May in New Addington.</p>
Other activities	