

# Housing Management Board Agenda



**Date:** Wednesday, 28 February 2024

**Time:** 6.00 pm

**Venue:** Virtual Meeting via Zoom

**Issued by:** Jeremy Livitt, Democratic Services

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**Date:** Monday, 26 February 2024 (Re-published Agenda)



# Agenda

## 1. Welcome, Introductions and Apologies for Absence

(Pages 4 - 6)

## 2. Minutes of the Previous Meeting held on 4th October 2023

To confirm as a correct record.

(Pages 7 - 15)

## 3. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk) and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest **by 5pm on Thursday 22<sup>nd</sup> February 2024.**

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest **by 12 Noon on Tuesday 27<sup>th</sup> February 2024.**

**Please note, your time allocated to speak may have to be strictly limited if there are a lot of submissions. This may be as short as one minute**

## 4. Matters Arising and Rolling Actions Log for Housing Management Board

(Pages 16 - 28)

## 5. Update on Barton House - Fiona Lester and Craig Cook

(Pages 29 - 35)

## 6. Accessibility and Implementation of Fire Risk Assessment - Lesha Wilson (Item to be Raised By Nigel Varley)



**7. Energy Strategy - Sam Robinson**

**(Pages 36 - 42)**

**8. Preparing for Consumer Regulation/Social Housing Regulation Act - Richard James**

**(Pages 43 - 51)**

**9. Housing Management Board Review Next Steps - Liz Cheetham/Lesha Wilson**

**(Pages 52 - 59)**

**10. Any Other Business including Next Meeting and New Committee System**



# Public Information Sheet

## Inspection of Papers - Local Government (Access to Information) Act 1985

You can find papers for all our meetings on our website at [www.bristol.gov.uk](http://www.bristol.gov.uk).

## Public meetings

Public meetings including Cabinet, Full Council, regulatory meetings (where planning and licensing decisions are made) and scrutiny will now be held at City Hall.

Members of the press and public who plan to attend City Hall are advised that you may be asked to watch the meeting on a screen in another room should the numbers attending exceed the maximum occupancy of the meeting venue.

## COVID-19 Prevention Measures at City Hall (from March 2022)

When attending a meeting at City Hall, the following COVID-19 prevention guidance is advised:

- promotion of good hand hygiene: washing and disinfecting hands frequently
- while face coverings are no longer mandatory, we will continue to recommend their use in venues and workplaces with limited ventilation or large groups of people.
- although legal restrictions have been removed, we should continue to be mindful of others as we navigate this next phase of the pandemic.

## COVID-19 Safety Measures for Attendance at Council Meetings (from March 2022)

Government advice remains that anyone testing positive for COVID-19 should self-isolate for 10 days (unless they receive two negative lateral flow tests on consecutive days from day five).

We therefore request that no one attends a Council Meeting if they:

- are suffering from symptoms of COVID-19 or
- have tested positive for COVID-19

## Other formats and languages and assistance for those with hearing impairment

You can get committee papers in other formats (e.g. large print, audio tape, braille etc) or in community languages by contacting the Democratic Services Officer. Please give as much notice as possible. We cannot guarantee re-formatting or translation of papers before the date of a particular meeting.

Committee rooms are fitted with induction loops to assist people with hearing impairment. If you require any assistance with this please speak to the Democratic Services Officer.



## Public Forum

Members of the public may make a written statement ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk).

The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **5pm three clear working days before the meeting**.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, it may be that only the first sheet will be copied and made available at the meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the Committee and published within the minutes. Your statement or question will also be made available to the public via publication on the Council's website and may be provided upon request in response to Freedom of Information Act requests in the future.

We will try to remove personal and identifiable information. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Other committee papers may be placed on the council's website and information within them may be searchable on the internet.

### During the meeting:

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute.**
- If there are a large number of submissions on one matter a representative may be requested to speak on the groups behalf.
- If you do not attend or speak at the meeting at which your public forum submission is being taken your statement will be noted by Members.
- Under our security arrangements, please note that members of the public (and bags) may be searched. This may apply in the interests of helping to ensure a safe meeting environment for all attending.



- As part of the drive to reduce single-use plastics in council-owned buildings, please bring your own water bottle in order to fill up from the water dispenser.

For further information about procedure rules please refer to our Constitution <https://www.bristol.gov.uk/how-council-decisions-are-made/constitution>

### Webcasting/ Recording of meetings

Members of the public attending meetings or taking part in Public forum are advised that all Full Council and Cabinet meetings and some other committee meetings are now filmed for live or subsequent broadcast via the council's [webcasting pages](#). The whole of the meeting is filmed (except where there are confidential or exempt items). If you ask a question or make a representation, then you are likely to be filmed and will be deemed to have given your consent to this. If you do not wish to be filmed you need to make yourself known to the webcasting staff. However, the Openness of Local Government Bodies Regulations 2014 now means that persons attending meetings may take photographs, film and audio record the proceedings and report on the meeting (Oral commentary is not permitted during the meeting as it would be disruptive). Members of the public should therefore be aware that they may be filmed by others attending and that is not within the council's control.

The privacy notice for Democratic Services can be viewed at [www.bristol.gov.uk/about-our-website/privacy-and-processing-notice-for-resource-services](http://www.bristol.gov.uk/about-our-website/privacy-and-processing-notice-for-resource-services)



**Bristol City Council**  
**Minutes of the Housing Management Board**

**4 October 2023 at 6.00 pm**



**Members Present:-**

Alex Marsh (Chair), Councillor Carla Denyer, Councillor Tom Renhard, Pete Daw, Tim De La Rew, Ben Hanrath, Christine Jory, Philip Morris, Sibusiso Tshabalala and Nigel Varley

**Officers in Attendance:-**

Lesha Wilson, Donald Graham, Liz Cheetham, Craig Cook, Richard James, Jeremy Livitt, Tom Gray

**Observers:** David Maggs and Ilona Marciniak – Tenant Participation Officers, Bristol City Council

**44 Welcome, Introductions and Apologies for Absence**

Alex Marsh welcomed all parties to the meeting.

Apologies for absence were received from Councillor Sarah Classick, Councillor Richard Eddy, Councillor Tony Dyer, Councillor Paul Goggin and Alistair Goulding.

Ben Hanrath was welcomed to his first meeting of the HMB as an Associate Tenant Representative.

**45 Minutes of the Previous Meeting held on 10th July 2023**

**RESOLVED – that the minutes of 10<sup>th</sup> July 2023 are agreed as a correct record.**

Alex Marsh confirmed that, following a nomination from the Housing Scrutiny Panel, Tim De La Rew had previously replaced Peter Edwards and was sitting on the Housing Management Board as an Associate Tenant Representative.

Homes and Communities Board – Councillor Tom Renhard confirms that this body has not met for a while and would not be meeting again until November 2023. He stated that he would ensure that Peter Daw was sent an invitation to the forthcoming meeting. **Action: Councillor Tom Renhard to ensure an invitation to the next Homes and Communities Board is sent to Peter Daw.**

Social Value Assessment TOMS Mechanism – Sibusiso Tshabalala advised the Housing Management Board that he had resolved this issue separately himself. He also pointed out that further assessment may be



required on the breakdown of costs in this area to housing of the total £6 Million costs. **Action: Councillor Tom Renhard in conjunction with Lesha Wilson as appropriate**

Fire Safety Update – Lesha Wilson advised that concerns about methods used to remove polystyrene and prevent polystyrene spread had been passed to the Project Team for action. Discussions had taken place with the contractors in relation to the fire doors to ensure safety and with the Waking Watch Team. A newsletter reporting on work in this area this was currently being finalised. It was acknowledged that the new contracts were more prescriptive and would help provide clear instructions on removing polystyrene and a monitoring process. **Action: Craig Cook to provide details of the new process and instructions as necessary for circulation to HMB members**

Mobility Scooter – Lesha Wilson advised that the implementation of a policy was under way enabling safe use of mobility scooters in housing blocks. Feedback from the Board had been shared with the Housing Policy Team. Concerns were noted from tenant representatives about continuing delays to the establishment of charging rooms to avoid charging on landings. Councillor Renhard confirmed that a programme of safe escape route for mobility scooters in blocks had been signed off by him. However, a wide storage programme across the block was required. Craig Cook acknowledged that a city wide response was required. Any information which was available would be circulated to HMB members. **Action: Craig Cook**

Investments in Communal Areas, Blocks and Estates Budgets – **Action: Lesha Wilson to pick up this action with Nigel Varley outside the meeting and resolve.**

Disposal of Furniture – Pete Daw had not received anything yet from Alison Scott but will pursue it as an open action. **Action: Alison Scott/Lesha Wilson to take any necessary action**

City Leap – Carbon Neutral Energy for Housing Tenants – **Action: Lesha Wilson to arrange for circulation to HMB members – via minutes or directly to Housing Management Board members**

**Please note below the response which is included in the minutes:**

**“Increasing deployment of solar PV on existing homes is a key part of our overall Energy Efficiency Strategy, which is due to be published in the early part of 2024.**

**We will look to invest more money in energy efficiency measures such as insulation and solar PV, in line with our corporate commitment for all BCC homes to reach EPC C or better by 2030.**

**With over 10,000 roofs thought to be suitable for rooftop solar panels, it’s vital that we prioritise homes with the poorest energy performance where the risk of fuel poverty is greatest.”**

Damp and Mould – The resident in the incident reported by Philip Morris had been contacted and it was now resolved. **Action: No Actions Required**

Energy Efficiency – District Heating Systems and New Builds – **Action: Lesha Wilson to confirm with Sam Robinson timescale for delivery of energy efficiency for BCC properties with these heating systems**

Leaseholder Team Contact – Lesha Wilson reported that a duty team was now on call with a rota to enable direct contact to the team. This should improve the situation. **Action: Lesha Wilson/Fiona Lester**





to pick up on feedback via Ben Hanrath.

## 46 Public Forum

There were no Public Forum items.

## 47 Developing a Building Safety Engagement Strategy - General Update and Resident Engagement Strategy

Craig Cook gave a presentation on this issue concerning the Building Safety Act and the requirements for Bristol City Council to be compliant with this legislation.

He explained that it has been introduced in 2022 following the Grenfell and Hackett Reviews. The Act requires all buildings of 18 metres or above to be registered with the building safety regulator. It was noted that Bristol had 62 existing high rise buildings with 57 of these within scope and needing to be registered.

He then outlined each of the required stages of the Act:

**Stage 1 – all high risk buildings to be registered by September 2023.** He confirmed that each building had been prescribed a unique safety number and this had been carried out within the required timescale to enable the regulator to build a national picture

**Stage 2 – all key building information to be collected within 28 days.** John Smith was the officer signing off on this and provided key information relating to the structure of the building, fire detection and fire prevention (fire doors, smoke systems etc.). This also set out the type of cladding and other materials. One of the key elements is the golden thread of data to provide a history of the building.

Craig Cook noted concerns raised by HMB members about concerns picked up by a Housing Officer Inspection in June 2022 for one of the blocks relating to fire doors and the laundry room door not shutting, as well as lights not working on the Ground Floor. He advised HMB members that officers were working to ensure a more data led and visible approach following the introduction of this Act. He confirmed that all repairs would be assessed annually and managed with required action taken and followed up as necessary. **Action: Craig Cook to investigate**

HMB members further noted that existing fire risk assessments were now more significant, with greater emphasis on accountability and visibility. This information had been submitted ahead of the required deadline

**Stage 3 – the building safety case to be submitted by 1<sup>st</sup> April 2024.** There would be a report on each building to provide evidence that all reasonable steps are taken to manage safety risks. It was now a criminal offence not to take the necessary action and criminal prosecution could take place if required.

This was a risk based approach to identify any flammable cladding and known structural concerns. A risk matrix would be completed by the end of November 2023 and would be regularly updated and resubmitted to the regulator. An assessment certificate would be required and would be applied for every



5 years. Compliance tests and date for updated changes would also be provided. The regulator had the power to regularly review cases.

In response to questions, Craig Cook confirmed that the risk of RAAC concrete being on rooves was believed to be very low. However, a new piece of work was being carried out to commission structural surveys to take this into account and assess safety levels. **Action: Craig Cook to provide more details**

HMB members drew attention to the rising demand to Bristol City Council and how to manage these potential complaints. There was a need for resources and additional staff to manage complaints and increased building costs.

Councillor Tom Renhard drew attention to the refresh of the business plan. He advised that repair and service programme would be part of this and linked to rent rises. There were sector wide challenges obtaining surveyors. There would therefore be a need to prioritise works and ensure a reset in the engagement process with tenants. He also confirmed that the Housing Delivery Team post had now been appointed and would operate separately from the repairs team.

Lesha Wilson outlined arrangements for the tenant engagement process.

- The aims of the strategy were to target all high rise blocks
- The survey would concentrate on the safety of the home, access information and communication.
- There had been regular fire safety updates to residents since Grenfell and further resident engagement in 2022 following the fire at Twinnell House. There is now a dedicated building safety team in the council whose role is to concentrate on building and fire safety in council homes. . Since September 2023, this issue had been discussed at the Housing Forum.
- In November 2023, there will be a city wide Residents Safety Survey. This survey will be aimed at resident living in high rise blocks and will be conducted by telephone survey through the council's provider Acuity Research Limited. Survey questions have been drafted up
- Following the telephone survey, council officers will reach out to residents in local areas through door-knocking and in the foyers of blocks. By March 2024, a city wide safety group or forum would be created providing a dedicated space for residents to raise/discuss building safety issues.

The views of the HMB were sought concerning any other mechanisms for sharing information and the monitoring process including the evacuation of buildings.

#### Evacuation Plans – Wheelchairs:

HMB members drew attention to kit that had previously been available for wheelchair evacuation. Craig Cook confirmed that wheelchair evacuation plans were available recording areas of vulnerability which were put forward by residents **Action: Craig Cook to provide.**

#### Pin Point Fire Safety Point Assessment

HMB members noted the Pin Point Fire Safety Assessment which identified fire blocks in key areas of the city. **Action: Lesha Wilson to assess possibility of using Pin Point to identify the specific location of fire safety blocks.**



### Phone Survey

Lesha Wilson noted that not all HMB residents responded to phone calls from unknown numbers. Comments would be welcomed from all sources. **Action: Lesha Wilson to provide e-mail address to HMB members for comments. Any questions from HMB will be considered.**

### Engagement and Cladding

Engagement - HMB members expressed concern about the current difficulties with engagement throughout all tower blocks. There had been a recent formal complaint to Bristol City Council from a number of residents in one of the blocks.

Cladding – There were ongoing big delays with cladding to a number of the Tower Blocks. As a result, there was likely to be a lack of proper insulation through the winter and increased heating costs. There was a need for proper timing and project management between Bristol City council and contractors – if necessary, compensation should be provided to people who needed to use more heating than usual.

Councillor Renhard stated that cladding removal during the winter months was being assessed as part of the overall approach to this issue. He confirmed that a clear deadline would be required for the completion of cladding works. He indicated that he was happy to meet residents on this issue as required. **Action: Councillor Tom Renhard to meet with Tower Block residents at Gilton House to discuss issues with cladding as required**

### Standard of Polystyrene and Cladding

In response to a question from an HMB member, Craig Cook confirmed that feedback sessions were in operation to ensure problems were picked up and kept on track. In addition, legal parts of the contracts were in operation to ensure the proper standards were adhered to.

### Respectful Treatment of Residents

Nigel Varley raised concerns about the recent treatment of residents in a meeting with Bristol City council officers. He stressed the need to ensure they were treated with respect. **Action: Donald Graham and Councillor Tom Renhard to discuss separately with Nigel Varley and respond as required**

Cladding Removal in Northfield House – Philip Morris raised concerns that meetings with residents about cladding removal were taking place in the afternoon which did not allow residents who worked to attend. **Action: Donald Graham to ensure contractors arrange meetings at other times (including weekends and evenings). It was also clarified that there will be door to door consultation once projects have commenced.**



## 48 HRA Business Plan - Consulting the Board on HRA Priorities for 2024/25 - Richard James

Richard James introduced this report and made the following comments during his presentation:

- The review of the HRA provided a wider scene setting of the situation including the background position and key challenges. It included details of how investment needed to be prioritised and provided a timeline for the HRA and a business planning exercise
- There were approximately 28,500 rented and leasehold homes involved
- The HRA had a separate account, income for tenants, leaseholders, rent, service charges and included funding to keep homes in good repair
- A 30-year old plan was maintained and reassessed each year. Over the next 5 years, approximately £865 Million would be invested in major works (£405 Million for existing homes and slightly more £460 Million for new homes) plus £685 day to day repairs
- There were a lot of changes in the sector that required a response. There was a need for adequate investment for this to meet the challenges and demands that this required.
- The Council had been impacted by higher interest rates impacting the amount of money available – there had been 7% inflation on rent, materials (including windows) had increased by about 16% and labour had increased by approximately 9%
- The squeeze between the money that was being received and the costs of the work provided would affect what work would be possible in the future. The large development programme would need to be subject to more stringent sustainability assessment
- It was important to respond to new legislation – the building safety act, fire safety act and increased consumer standards as a result of the housing safety legislation bill
- The Government was seeking to review the decent homes standard. It was noted that consultation would commence imminently. As a result, there would be a need to invest in fire safety, measures to prevent damp and mould, adequate electrical standards, carrying out servicing programmes
- It was also important to ensure that the appropriate energy efficiency standard was reached – all homes were required to reach EPC C by 2030 and net zero carbon. It was acknowledged that this would be very costly for Victorian and Edwardian homes and a major challenge for them
- Stock condition surveys would need the resources and funds to respond to demand and consider potential regeneration opportunities arising from these
- The prioritisation of investment was important. The 2021 Big Conversation asked tenants their priority and built new council housing to ensure that homes were energy efficient by replacing key components where required (ie bathrooms, windows and heating systems)
- Ensuring tenants' homes were safe was the number one priority, closely followed by ensuring they were free of damp and mould, installation of adequate CCTV and the move away from fossil fuels, ensuring proper energy efficiency prior to the installation of environmentally friendly homes
- The timeline was set out – September 2023 had involved the development of budgets along with assessing and prioritising demands. In October and November 2023, there would be investment and modelling of what was required, along with prioritisation and detailed timescales. There would then be wider discussion with tenants and management teams. In December 2023, a report



would be presented to the Mayor's Office, in January 2024 Cabinet approval would be sought and Full Council approval in February 2023

HMB members were requested to confirm whether or not they agreed with the proposed priorities or if they felt any changes needed to be made.

In response to members' questions, he made the following points:

- Investigations were being made into different options for provision of district heating
- There were teams which were examining the wider sector, including new technology such as wind and solar energy and also developing energy efficiency strategies

HMB members made the following comments:

- Project Management was important to enable proper assessment of the council's overstretched budgets. A map indicating the renovation projects currently taking place and future developments would help to provide a visual representation of this as well as of any gaps and inequalities in housing provision to understand the wider impact
- Following the installation of cladding throughout blocks, double glazing in some blocks was much worse than others
- Whilst reports seemed very positive about many of the changes which had been made, tenants had raised issues with adequate laundry facilities and water egress from blocks. Whilst there was an overarching plan for housing blocks, some repairs seemed take place without a long term plan to ensure full oversight of maintenance and ensure these were done within budgets
- There needed to be more ambition and more joined up thinking in future energy provision. Officers noted that some HMB members could provide support for this

Councillor Renhard made the following comments in response:

- The reference to achieving net zero by 2050 in the report was incorrect since the plan was to go much faster and sooner as part of the Council's social decarbonisation strategy
- Rents had an impact on the Council's ability to meet their ageing housing stock.
- Any issues concerning repairs needed to be raised by tenants and Councillors
- He indicated that he was happy to meet with any HMB member to discuss ideas they had for energy provision

**ACTION: Councillor Tom Renhard to (1) meet with HMB members as appropriate concerning any ideas for higher aspirations and earlier timescales (2) arrange for the provision of visual information to HMB members on affordability**



## 49 A Review of the Housing Management Board - Lesha Wilson/Liz Cheetham

Lesha Wilson introduced this report and made the following comments:

- Following a previous smart review of tenant participation. The Tenant Participation Advisory Service (TPAS) made several recommendations to strengthen the role of the HMB, and to reassess its impact and how to engage most effectively with residents
- The Board needed to be more representative of tenants and reinvigorated to put in place improved recruitment
- The board is part of BCC formal tenant involvement structure and provides an opportunity for council tenants and leaseholders to meet and influence decision makers and be involved in the governance and scrutiny of the service. Council tenants and leaseholders can also get involved and share their views with Housing and Landlord Services in a range of other ways.
- The introduction of the committee system in May 2024 would also impact on recruitment and representation.
- The report set out three key options as follows: Option A – Recruiting Resident Representatives from the lower bodies of the structure such as Forums and service user groups, with opportunities promoted citywide to residents . Option B – City Wide Recruitment and Selection Process. Option C – A combination of both A and B
- The proposals also included changes to the Terms of Reference and to the co-option of local organisations who work with residents on a regular basis and who deal with their client base.

HMB members made the following comments:

- Co-opting clients who work on housing issues was a good idea.
- Recommend the draft Terms of Reference needed to be changed to include a reference to the committee system
- Tenant Participation ~~was~~ feels currently very top down. Suggested a working party with tenants was required to ensure more direct involvement
- Suggested Housing could ~~should~~ also approach other groups such as the Youth Mayors, ACORN Bristol, Citizens Advice Bureau and the Bristol Student Unions for advice on this issue
- Suggestion Leaseholders and tenants panels could send more than one representative to HMB meetings to avoid a loss of skills each time someone resigned and was replaced

**ACTION: Residents to e-mail any comments and suggestions on the proposals to Lesha Wilson by the end of November 2023 – Lesha Wilson to provide her e-mail address to HMB members**

## 50 Annual Report to Tenants (Verbal Report to be Provided at the Meeting)

Lesha Wilson advised that the information for 2022/23 was now available online, including performance levels and tenant satisfaction.

**Action: Lesha Wilson to include a link to this document in the minutes – Jeremy Livitt to add (see below)**

[Annual Report for Tenants 20-21 \(bristol.gov.uk\)](https://www.bristol.gov.uk/annual-report-for-tenants-20-21)



**51 Any Other Business**

There was no other business.

**52 Date of Next Meeting (February 2024 - Date to be Confirmed – now fixed provisionally for 28<sup>th</sup> February 2024**

**Action: Lesha Wilson to circulate a proposed date in February 2024 to HMB members in due course.**

The meeting ended at 8.10 pm

**CHAIR** \_\_\_\_\_



# Housing management board rolling actions log



## Matters arising from 4 October 2023 meeting

	Matters Arising	Follow up actions	Response
Representative for housing scrutiny panel	Alex Marsh confirmed that, following a nomination from the Housing Scrutiny Panel, Tim De La Rew had previously replaced Peter Edwards and was sitting on the HMB as an Associate Tenant Representative.	<b>No further action</b>	
Homes and Communities Board	Councillor Tom Renhard confirms that this body has not met for a while and would not be meeting again until November 2023. He stated that he would ensure that Peter Daw was sent an invitation to the forthcoming meeting.	<b>Action: Councillor Tom Renhard to ensure invitation to H and C Board sent to Peter Daw.</b>	Update to be provided at meeting
Social Value Assessment TOMS Mechanism	Sibusiso Tshabalala advised the HMB that he had resolved this issue separately himself. He also pointed out that further assessment may be required on the breakdown of costs in this area to housing of £6 Million total.	<b>Action: Councillor Tom Renhard in conjunction with Lesha Wilson as appropriate</b>	See ref 4. (closed actions). A response from Goram Homes – sent to Pete Daw by email.
Fire Safety Update	Lesha Wilson advised that concerns about methods used to remove polystyrene and prevent polystyrene spread had been passed to the Project Team for action. Discussions had taken place with the contractors in relation to the fire doors to ensure safety and with the Waking Watch Team. A newsletter reporting on work in this area this was	<b>Action: Craig Cook to provide details of the new process for circulation to HMB members</b>	Awaiting response



	currently being finalised. It was acknowledged that the new contracts were more prescriptive and would help provide clear instructions on removing polystyrene and a monitoring process.		
Mobility Scooter	Lesha Wilson advised that the implementation of a policy was under way enabling safe use of mobility scooters in housing blocks. Feedback from the Board had been shared with the Housing Team. Concerns were noted from tenant reps about continuing delays to the establishment of charging rooms to avoid charging on landings. Councillor Renhard confirmed that a programme of safe escape route for mobility scooters in blocks had been signed off by him. However, a wide storage programme across the block was required	<b>Action: Craig Cook acknowledged that a city wide response was required. Any information which was available would be circulated to HMB members</b>	Awaiting response
Investments in Communal Areas, Blocks and Estates Budgets		<b>Action: Lesha Wilson to pick up with Nigel Varley outside the meeting and resolve.</b>	In response to resident feedback a review of environmental improvement policy is underway. The aim is to improve transparency and resident involvement. Initial consultation with EM SUG on the proposed changes. Final policy to go out to consultation in spring/summer.
City Leap – Carbon Neutral Energy for Housing Tenants		<b>Action: Lesha Wilson to arrange for circulation to HMB members – via minutes or directly</b>	On agenda for 28 February 2024

Damp and Mould	The resident in the incident reported by Philip Morris had been contacted and it was now resolved.	No Actions Required	
Energy Efficiency – District Heating Systems and New Builds		<b>Action: Lesha Wilson to confirm with Sam Robinson timescale for delivery of energy efficiency for BCC properties with these heating systems</b>	On agenda for 28 February 2024
Leaseholder Team Contact	Lesha Wilson reported that a duty team was now on call with a rota to enable direct contact to the team. This should improve the situation.	<b>Action: Lesha Wilson/Fiona Lester to pick up on feedback via Ben Hanrath.</b>	Within the Home Ownership team there is a separate Duty team for Right to Buy applications and for Leasehold Management. Calls are directed via the and the Home Ownership Managers meet with the CSC quarterly to provide training and updates.

## Open actions

Ref	Date of meeting	Agenda Item / Item raised	Action points from meeting and Resident voice / influence	Response	Open /closed	Est. date for closure
10	10 July 2023	Matters arising - Fire safety update	(a) Methods Used to remove Polystyrene to reduce the Polyesterene Spread – <b>Lesha Wilson</b> to ensure lessons learnt (b) Fire Marshals and Fire Doors – (i) <b>Alison Napper</b> to discuss with the person operating the Waking Watch Contract and include in the newsletter for all residents of High Rise Blocs to stress the importance of this (ii) Situation noted re people with mobility scooters who feel they need to do so to travel outside of housing blocks safely – <b>Donald Graham</b> to report back to the HMB – he advised that there are arrangements in place to make people aware of the danger of lithium batteries to avoid fires, work on a joint fire communications strategy with the Fire Service and develop a programme to create more storage across blocks)	<b>Response (a)</b> : Feedback provided to repairs and maintenance teams. (b) see action point 5 – resolved <b>(bii)</b>	<b>Item a closed</b> <b>Item b closed</b> <b>Item bii open</b>	
12	10 July 2023	Agenda Item 6 – Energy Efficiency	District Heating Systems and New Builds – <b>Sam Robinson</b> to report back on progress for energy efficiency for BCC properties with these heating systems	<b>Item on agenda 28 February</b>	<b>Open</b>	
13	10 July 2023	Agenda Item 5 – CCTV Update	Provision of Mobile CCTV Cameras – <b>Fiona Lester</b> to investigate.	<b>HMB to decide whether this item remains a priority or if it can now be closed</b>	<b>Open</b>	

Ref	Date of meeting	Agenda Item / Item raised	Action points from meeting and Resident voice / influence	Response	Open /closed	Est. date for closure
14	04 October 2023	<u>Agenda Item 4 – Building safety update and Developing a Building Safety Engagement Strategy</u>	<p>Annual Assessment of Repairs and Actioning of Works: Following the new legal requirements under the Building Safety Act, Craig Cook advised that the team was working to ensure the service was more data led and visible. All repairs would be assessed annually and repairs would be managed and actioned. He would ensure all works were properly followed up and actioned <b>Action a): Craig Cook to investigate</b></p> <p>Reassurance of Testing on Building Structure: Structural surveys will safety levels <b>Action b): Craig Cook to provide more details</b></p> <p>Evacuation Plans – Wheelchairs: Details of plans were available recording areas of vulnerability where put forward by residents <b>Action c): Craig Cook to provide</b></p> <p>Pin Point Fire Safety Point Assessment – <b>Action d): Leshia Wilson to assess possibility of using Pin Point to identify the specific location of fire safety blocks.</b></p> <p>Respectful Treatment of Residents – Nigel Varley raised concerns about the recent treatment of residents in a meeting with Bristol City council officers. He stressed the need to ensure they were treated with respect. <b>Action e): Donald Graham and</b></p>	<p><b>Awaiting responses</b></p> <p><b>Awaiting responses for actions 14 a - f</b></p> <p><b>14d)LW requires more information to clarify the request</b></p>		

Ref	Date of meeting	Agenda Item / Item raised	Action points from meeting and Resident voice / influence	Response	Open /closed	Est. date for closure
Page 21			<p><b>Councillor Tom Renhard to discuss separately with Nigel Varley and respond as required</b></p> <p>Cladding Removal in Northfield House – Philip Morris raised concerns that meetings with residents about cladding removal were taking place in the afternoon which did not allow residents who worked to attend.</p> <p><b>Action f): Donald Graham to ensure contractors arrange meetings at other times (including weekends and evenings). It was also clarified that there will be door to door consultation once projects have commenced.</b></p> <p><b>Action g): Lesha Wilson welcomes comments by e-mail from HMB members. Any questions from HMB will be sent to the survey provider. Closed</b></p>			
	15	04 October 2023	<p><u>Agenda Item 5 – HRA Business Plan – Consulting the Board on HRA Priorities for 2024/25</u></p>	<p>Tom Renhard indicated that he was happy to discuss with Pete Daw any ideas he had for ensuring higher aspirations and earlier timescales in the document.</p> <p><b>Action: Councillor Tom Renhard to provide visual information to HMB on affordability.</b></p>		

## Closed actions

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
3	23 January 2023	Homes and Community Board Meetings	Peter Daw advised that he had still not received any communication about his attendance at these meetings. <b>ACTION: Councillor Tom Renhard to pursue</b>	Draft response from TR: At the next meeting there will be a formal vote to appoint the representative for the next 12 months. Some time in November. <b>Response tabled at 4 October meeting</b>	Closed	
5	23 January 2023	Fire Marshals and Fire Doors	Sarah Spicer advised that, since Alison Napper had been out of the office recently, she had been unable to pursue this matter. However, an update would be brought to the next meeting. <b>Action: Sarah Spicer/Alison Napper</b>	<b>Response:</b> Triton's induction training includes instructions on what to do in relation to fire doors (keep closed and report faults). Since the HMB meeting Triton and Kingdom have been instructed to carry out tool box talks across all blocks during supervisor visits over the next couple of weeks and BCC will check that this has been actioned. <b>HMB updated on 4/10/23 under matters arising.</b>	Closed	
22b	10 July 2023	Matters arising - Environmental Neighbourhood and Improvement Budgets	Allison Scott to e-mail Peter Daw directly re investigation of the removal of furniture in the tenant block he occupies	Confirmed - email sent to Mr Daw	closed	
11	10 July 2023	Agenda Item 4 – Damp and Mould	Number (x) Berrycroft – Black Mould reported but only painted over. Fan is on constantly as it is almost permanently damp – <b><u>Alison Napper to investigate</u></b>  Link from BCC Webpage to report damp and mould to be included in the Minutes – Jeremy Livitt (link provided by Liz Cheetham) completed	Response provided to Mr Morris by email	Closed	

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
14	10 July 2023	Agenda Item 7 – Resident satisfaction Survey Results	Item moved to next agenda – Lesha Wilson to add to agenda for next meeting – Wednesday 4 <sup>th</sup> October 2023.	Annual report to tenants provided - for information	closed	
15	10 July 2023	Agenda Item 8 – Any Other Business	Leasehold Team – Tim De La Rew’s concerns about this team being very difficult to contact (possibly because of recent major transformational change) were noted. Fiona Lester to discuss with the manager.	Leaseholders can now contact the leasehold team directly. Duty team in place to respond to calls.	closed	
7	19 April 2023	Environmental and Neighbourhood Improvement Budgets - Alison Scott	<p>In response to members’ questions, Allison Scott made the following comments:</p> <ul style="list-style-type: none"> <li>• She stated that funding had not yet run out. She would investigate progress on Gilton House’s request for funding and advise Nigel Varley on progress with the consultation. She pointed out that anyone without access to a Housing Officer could still use the online form. However, community rooms were not within the remit of the scheme.</li> </ul> <p><b>Action: Allison Scott to advise the residents of Gilton House of progress and to investigate how funding for community rooms is provided.</b></p> <ul style="list-style-type: none"> <li>• Whilst the successful use of the EIB was noted in funding works for the garden for one of the housing blocks, it was also noted that no benches had been provided.</li> </ul>		Closed	

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
4	23 January 2023	Social Value Assessment TOMS mechanism	<p><b>Action: Phillip Morris is invited to complete an online form request for benches and submit to Alison Scott</b></p> <ul style="list-style-type: none"> <li>Allison Scott’s work in acting as a trustee on a separate matter was noted</li> </ul> <p><b>Action: Alison Scott to investigate the removal of furniture in one of the tenant blocks occupied by Peter Daw</b></p> <ul style="list-style-type: none"> <li>The difficulties were noted for residents in Peter Daw’s block following the construction of a fence which cut off Westbury-on-Trym village from Southmead and made it impassable for people with walkers and wheelchairs</li> </ul> <p><b>Action: Alison Scott to investigate</b></p> <p><b>Action: Statue with Jagged Points at Ludlow Close that could be dangerous for children – Alison Scott to investigate and report back to Councillor Kerry Bailes</b></p>			
			<p>Sarah Spicer stated that, since Councillor Renhard was not present, she would pursue this matter with him after the meeting and report back to HMB members as required</p> <p><b>ACTION: Sarah Spicer/Councillor Tom Renhard</b></p>	<p><b>Response from Steve Baker:</b> Goram Homes has established a suite of TOMS which reflect our business. When we reviewed the TOMS with the Social Value Portal that are used by the Council, some were not suitable for Goram Homes as a commercial company in the development sector. We therefore excluded some measures and included some from the national real estate suite of TOMS, which the Social Value Portal felt were a much better fit for our business.</p>	<b>Closed</b>	



Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
				Send by email to PD		
2	23 January 2023	Fire Safety Update - Impact of Smoke Spreading Through Vents	<p>Nigel Varley confirmed that this issue had been investigated and would not be an issue since the mechanism closes with heat. An engineer and been sent out twice to confirm this and had explained the process. However, there remained problems with the amount of polystyrene spread during the replacement of cladding at Gilton House which needed to be reviewed.</p> <p>Despite previous assurances that this was safe, following Grenfell Fire, large amounts of further expenditure had been required to ensure safety. An explanation for the reason for this was required. In addition, it had been very cold for residents who had to increase their heating during these works.</p> <p>Peter Daw referred to the Building Research establishment's assessment and the implications of it in relation to this issue.</p> <p>Sarah Spicer confirmed that officers and the contractors have recently reviewed the methods used to remove the polystyrene in order to reduce the polystyrene spread.</p> <p><b>Action: Sarah Spicer to note and make sure lessons learnt as required</b></p>		Closed	
1	23 January 2023		Damp and Mould – It was noted that, following a recent e-mail from Democratic Services, this item had been withdrawn but would be submitted to the next meeting.		Closed	

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
			<b>Action: Craig Cook/Laura Pilkington</b>			
6	19 April 2023	Update on the Investment in Communal Areas, Blocks and Estates Budget – Sarah Spicer	<p>In response to members’ questions, she made the following points:</p> <ul style="list-style-type: none"> <li>• Details were noted of the suggestion by Phillip Morris to use £327,500 to set up control rooms in flats with existing CCTV’s to further discourage vandalism and crime.</li> </ul> <p><b>Action: <del>Sarah Spicer</del> Lesha Wilson to share this request with Fiona Lester</b></p> <ul style="list-style-type: none"> <li>• Any CCTV control rooms should not be provided if it resulted in increased service charges</li> </ul> <p><b>Action: <del>Sarah Spicer</del> Fiona Lester to investigate whether a new request was required by the residents of Nigel Varley’s block for the door entry recording or whether this could be automatically provided</b></p>	There was an acknowledgment (at the meeting) of the disagreement between HMB members concerning the <i>usefulness</i> of CCTV control rooms as opposed to <i>general maintenance</i> and improvement of CCTV together with improved street lighting.	<b>Closed</b>	
8	19 April 2023	Any Other Business	<p>City Leap – Carbon Neutral Energy for Housing Tenants. Despite a very good piece of work by Councillor Kye Dudd on the key issues involved in BCC’s transition from gas/hot water to carbon neutral energy. There was not yet any plan for tenants on how to address the concerns for remission of fuel poverty. Whilst some homes had been promised voltaic energy, this had not happened yet. Clarification from BCC was required for 27,000 homes that it was responsible for.</p>	<p>Increasing deployment of solar PV on existing homes is a key part of our overall Energy Efficiency Strategy, which is due to be published in the early part of 2024.</p> <p>We will look to invest more money in energy efficiency measures such as insulation and solar PV, in line with our corporate commitment for all BCC homes to reach EPC C or better by 2030.</p>	<b>Closed</b>	

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
			<p><b>ACTION: Sarah Spicer Alison Napper to investigate and report back</b></p> <p>Northfield Resident - One resident who suffered from COPD was living in very difficult conditions during some works in her flat to remove plaster from the walls.</p> <p><b>Action: Sarah Spicer Craig Cook to raise this issue with the appropriate team.</b></p>	<p>With over 10,000 roofs thought to be suitable for rooftop solar panels, it's vital that we prioritise homes with the poorest energy performance where the risk of fuel poverty is greatest.</p> <p>Craig Cook has made contact with the resident and taken action to resolve</p>	Closed	
9	10 July 2023	Matters arising - City Leap	Carbon Neutral Energy for Housing Tenants Clarification from BCC for 27,000 tenants it is responsible for – <a href="#">Leshia Wilson to investigate and report back to HMB</a>		Closed	
Page 27	04 October 2023	<a href="#">Agenda Item 7 – Annual Report to Tenants</a>	Leshia Wilson advised that the information for 2022/23 was now available online, including performance levels and tenant satisfaction. <b>Action: Leshia Wilson to include a link to this document in the minutes, Jeremy Livitt to add</b>	<b>Link provided in minutes of October meeting</b>	Closed	
18	04 October 2023	<a href="#">Agenda Item 9 – Date of Next Meeting – February 2023</a>	<b>Action: Leshia Wilson to circulate a proposed date to HMB members in due course.</b>	<b>Next meeting 28 February 2024</b>	Closed	
16	04 October 2023	<a href="#">Agenda Item 6 – A Review of the Housing Management Board</a>	The HMB was advised of the three key options set out in the report: Option A – Recruiting Resident Representatives from the lower bodies of the structure such as service user groups, Option B – City Wide	<b>Comments received by email – follow up to HMB at February meeting</b>	Closed	

Ref	Date of meeting	Agenda Item/ Item raised	Resident voice and action points	Response	Open/closed	Est date for closure
			<p>Recruitment and Selection Process, Option C – A combination of both A and B.</p> <p>The proposals also included proposed changes to the Terms of Reference to include the co-option of local organisations who work with residents on a regular basis and who area dealing with their client base.</p> <p><b>Action: Residents to e-mail any comments and suggestions on the proposals to Lesha Wilson by the end of November 2023 – Lesha Wilson to provide her e-mail address to HMB members</b></p>			
Page 28		Disposal of Furniture	Pete Daw had not received anything yet from Alison Scott but will pursue it as an open action.	Action: Alison Scott/Lesha Wilson to take any necessary action See ref 10b (closed actions) – Alison Scott confirmed by email that an officer in her team has responded to Mr Daw.	Closed	



# Barton House

January 2024

# Barton House Structure

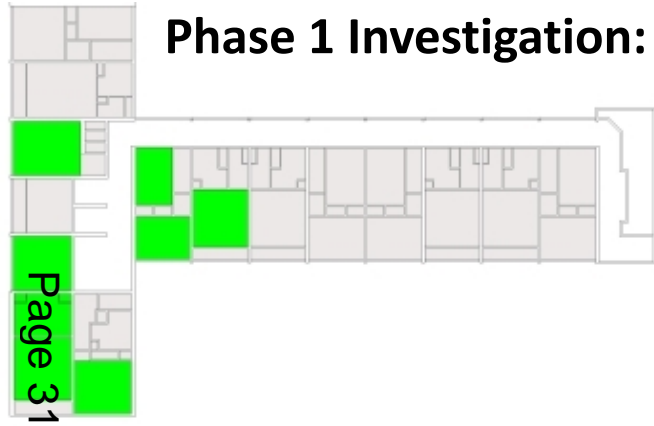
Page 30



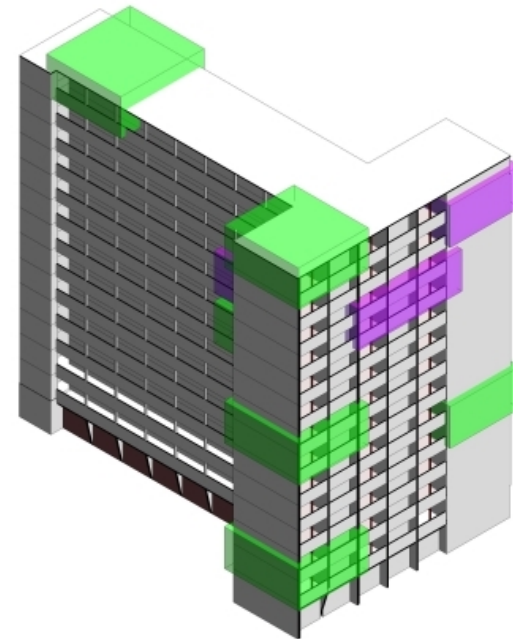
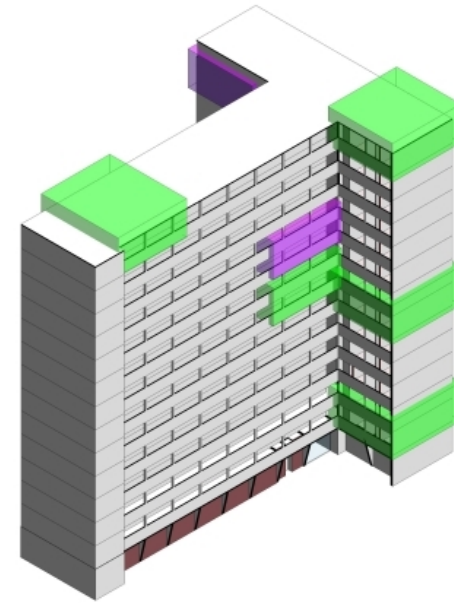
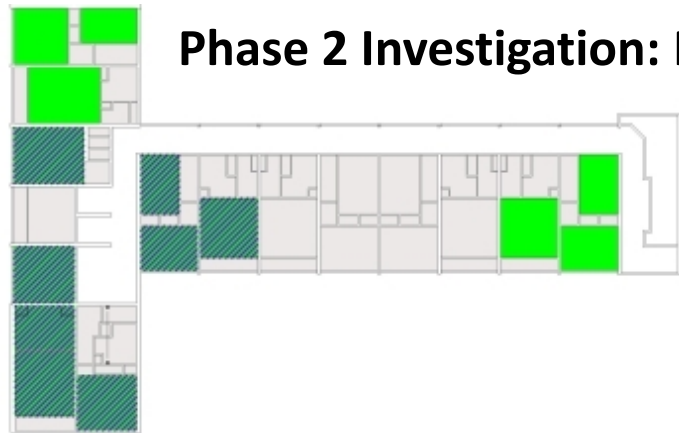
# Investigation Locations

## Phase 1 and Phase 2

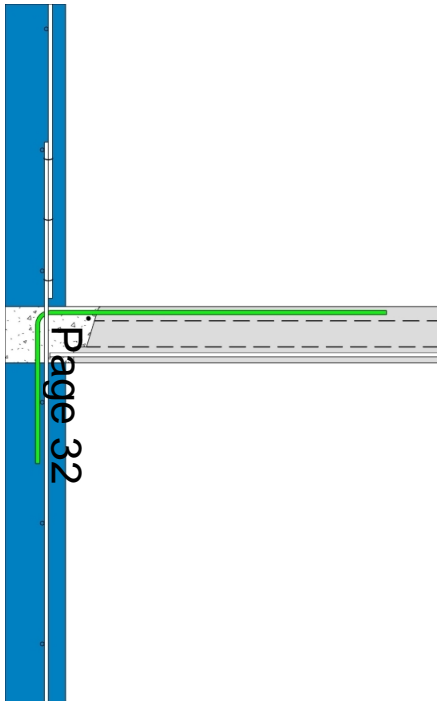
**Phase 1 Investigation:** Flats 60, 65, 78



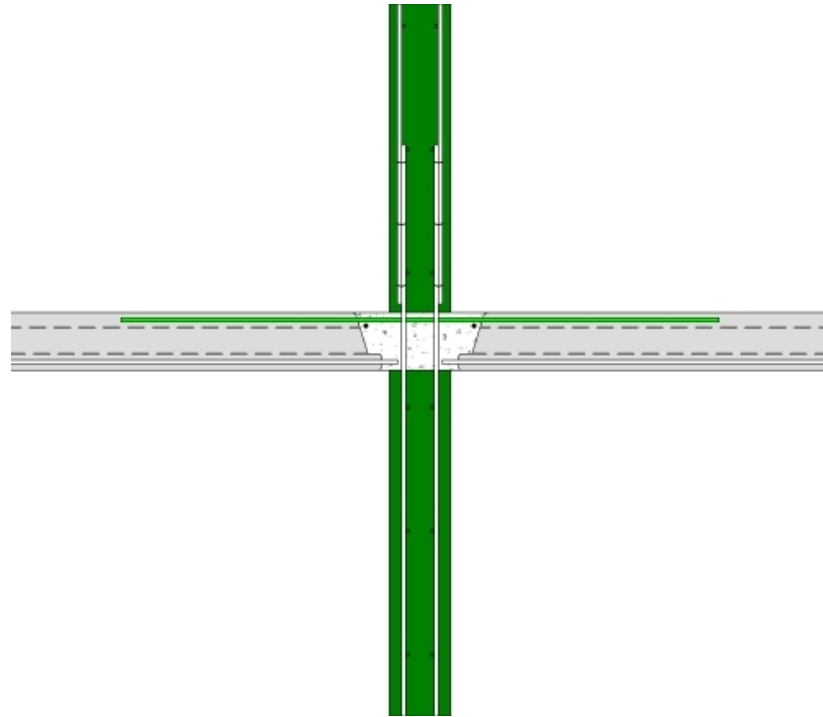
**Phase 2 Investigation:** Flats 3, 22, 38, 46, 78, 87, 91



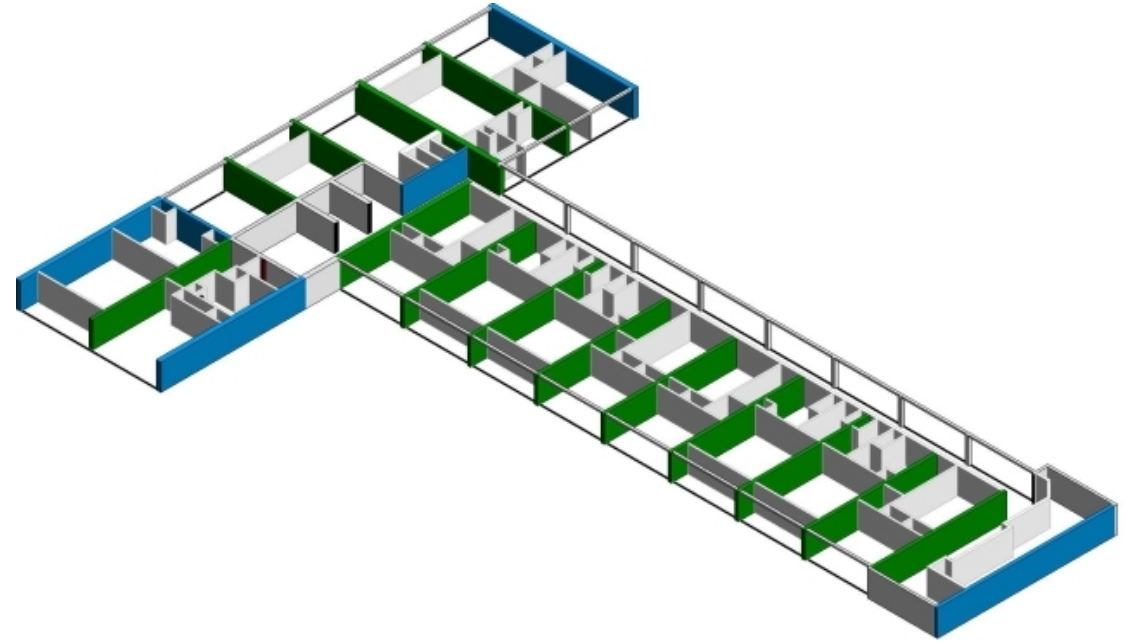
# Details



Flank wall and slabs  
Approx 85% effective



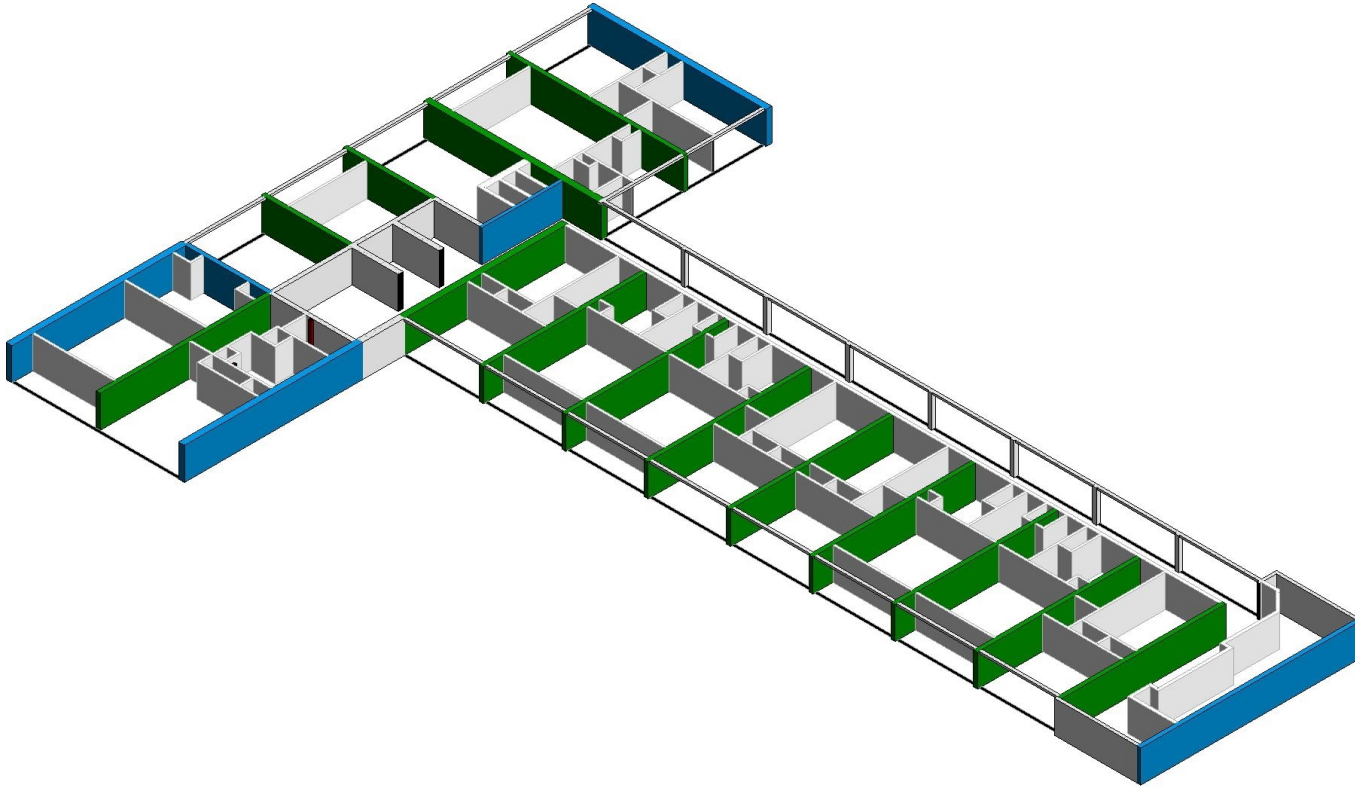
Internal walls and slabs



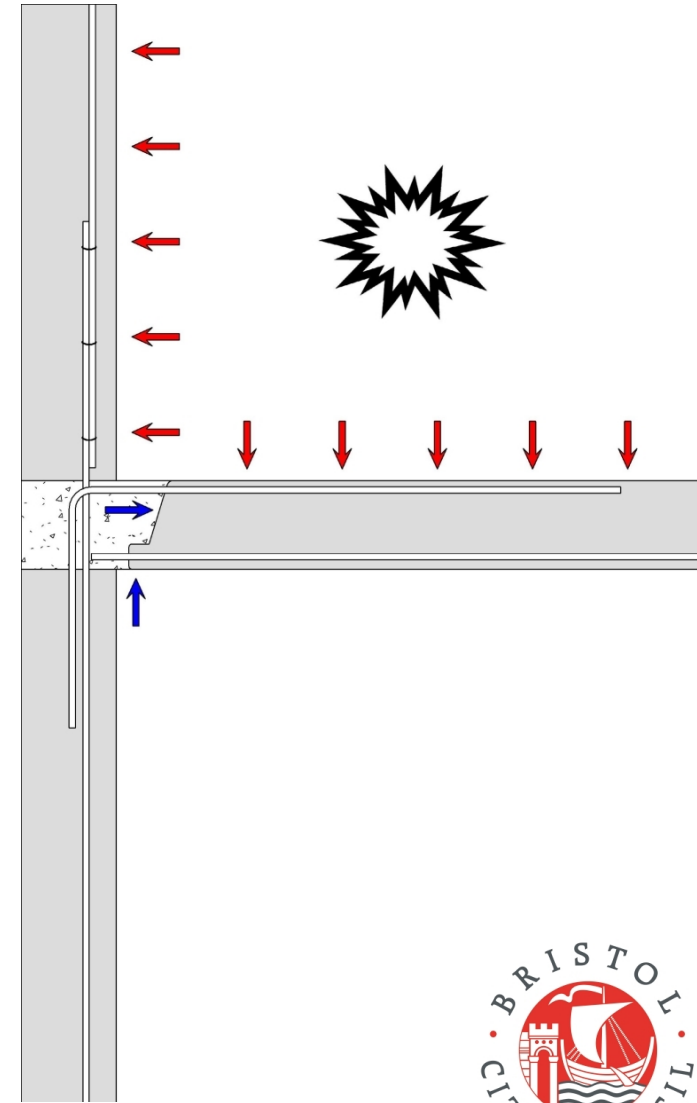


# External wall condition

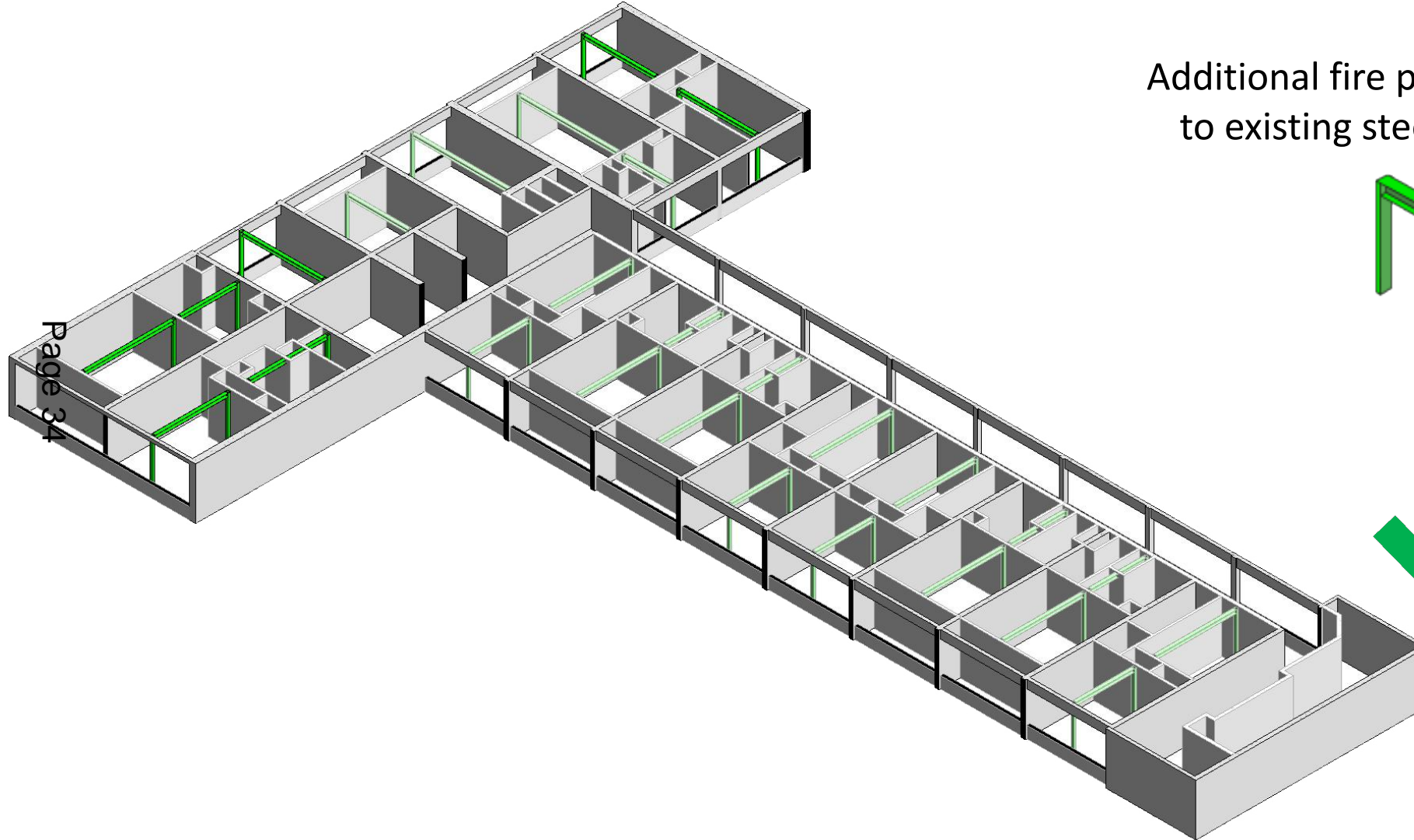
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Original construction needs additional support to be OK in the event of a fire.

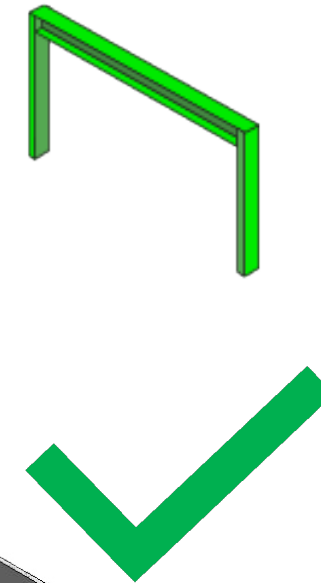


# Goal post strengthening



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Additional fire protection to be added to existing steel 'goal post' frames





# Energy Efficiency Update

Homes and Landlord Services – June 2023

# Energy efficiency - update

- HRA Business plan went to cabinet in January and full council in Feb - £64m for energy efficiency works up to March 2031.
- Further grant funding bid likely (but not yet confirmed) in Autumn 2024.
- Energy Efficiency Strategy went to Cabinet in on 6<sup>th</sup> Feb – sets out our approach to reaching at least EPC C across all BCC homes.
- In addition to existing energy efficiency projects we will:
  - Expand our programme of ‘deep retrofit’ (insulation measures for solid wall and non-standard construction properties to cover ~1500 homes by March 2031).
  - Introduce a ‘light retrofit’ programme targeting properties that need low-cost measures such as draft proofing, energy efficient lighting, loft insulation top-ups to reach EPC C.
  - Begin installing solar PV alongside our cyclical roof replacement programme where technically feasible to do so.
  - Develop an approach to reduce bills (and improve EPC ratings) for homes with storage heaters:
    - Additional of thermal batteries to replace existing hot water cylinders
    - Pilot project to identify a long-term alternative to direct electric heating



# Current projects

- Established pipeline of ~600 properties:
  - 112 'easiform' flats in the Stockwood / Knowle area
  - Several high-rise blocks including Littlecross House (pictured)
  - 7 low-rise blocks at the Ledbury Road site in Fishponds
- Measures to include external wall insulation, cavity wall insulation, replacement windows/doors and improved ventilation.
- £9.1m of grant funding awarded via the Social Housing Decarbonisation Fund.



# Deep retrofit

- Several thousand homes with solid wall or non-standard construction e.g. pre-form concrete
- Many of these are below EPC C because of the poor thermal performance of the building fabric
- We will upgrade windows, doors, roofs as well as installing external wall insulation and modern ventilation systems
- This will improve thermal comfort (in summer and winter) as well as lowering energy bills, reducing carbon emissions and improve internal air quality



# Light retrofit

- We estimate that 4000-5000 of our homes are only marginally below the EPC C standard.
- These properties tend not to need major interventions.
- Instead, they can be improved through low-cost measures such as draft proofing, energy efficient lighting, loft insulation top-ups.
- This can lower energy bills, reduce emissions and improve thermal comfort within our homes.





# Solar PV

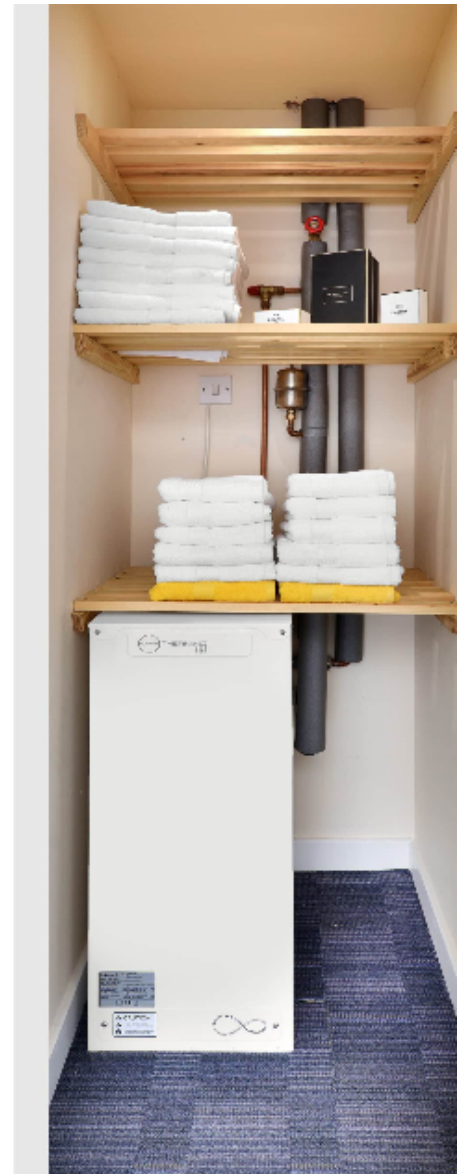
- Our Energy Efficiency Strategy makes a commitment that we will begin installing solar panels alongside our cyclical roof replacement programme.
- We will look to install PV where technically feasible, so this is likely to rule out some roofs where 'yield' would be low as well as some communal roofs.
- Over the next 12 months we will develop our specification and identify a delivery model.
- Our aim is to begin delivering this programme from April 2025.

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# Direct electric heating – thermal storage

- We are currently in a 10-year programme of upgrading old storage heaters to high heat retention equivalents.
- From April 2024 we will also upgrade hot water systems, replacing cylinders and immersion heaters with thermal storage heaters.
- These are much smaller than hot water cylinders, store heat much more efficiently and will give mains pressure hot water for showers, baths and washing up.
- No legionella risk (so no annual servicing requirement)



# Overview of Social Housing Regulation, Consumer Standards and our External Preparedness Review

Report to: Housing Management Board  
Date: 28 February 2024  
Author/s: Richard James / Lesha Wilson  
Presenter: Richard James / Lesha Wilson

# Background to New Consumer Standards

- Things are changing rapidly in social housing regulation
- The Social Housing (Regulation) Act 2023 (SHRA) brings significant changes to the way social landlord will be regulated
- Stronger and more proactive consumer regulation will especially impact on Local Authorities (LA's) who haven't been subject to a proactive regulatory regime in recent years.

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The Regulator of Social Housing (RSH) is revising its Consumer Standards. These along with Tenant Satisfaction Measures (TSM's) will form the backbone of the new regulatory regime.

- Social Housing Regulatory landscape also includes the Housing Ombudsman and new Building Safety Regulator.

# Appointment of Health and Safety and Consumer Standard leads

- All providers must appoint named persons to lead on health and safety requirements and consumer standards
- Housing providers are required to appoint a "health and safety lead". This person would monitor health and safety compliance, assess risks, and report failures and risks to the RSH. LAs will also continue to enforce health and safety laws.
- LAs are required to name a senior consumer relations officer to be clearly identified by tenants. This should be a senior executive who oversees consumer inspections, reactive engagement in potential standards violations, landlord performance data collection and consumer regulation.
- There must also be named person leading on complaints performance, fire safety and building safety
- Contact details for named persons must be published and accessible to residents

# Enhanced Consumer Standards

The SHRA introduces proactive consumer regulation by strengthening the RSH, allowing intervention in cases where landlords are performing poorly on consumer issues.

- Landlords are required to report annually on [Tenant Satisfaction Measures](#) (TSMs) to the RSH.
- The RSH has the power to intervene in cases where landlords are performing poorly on consumer issues.
- The SHRA removes the 'serious detriment test' allowing for the RSH to intervene in more tenant complaint cases.
- the RSH is [currently consulting on the revised consumer standards](#). The RSH current [Regulatory standards](#) (updated March 23) and their [consumer regulation review 2022](#) indicate the likely changes.
- Standards cover all interactions with residents

# Savills Consumer Standards Review

We have appointed Savills to undertake a 'critical friend review'.

- The aim is help us identify where we are against consumer standards, including strengths and weaknesses
- Savills have completed the initial data review and are undertaking meetings with BCC colleagues in February
- Savills will provide:
  - An evidence map showing every standard and evidence seen to demonstrate where we comply. Also show where there are opportunities to strengthen or where we don't comply. Something from which we can build and action plan.
  - The findings and action plans will be presented to management teams, senior leadership, councillors and key resident groups

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# Savills Consumer Standards Review cont.

Savills review will assess BCC's position against the four existing and upcoming revised Consumer Standards and Tenant Satisfaction Measures:

## **Home standard (soon to be safety and quality standard):**

- Asset management strategy
- Stock condition survey
- Investment plans
- Repairs and maintenance
- Choices offered to tenants
- Right first time and KPI's
- Landlord Compliance of Big 6 - policies, procedures, data, assurance - how do we know we are compliant

## **Tenant involvement and empowerment standard (soon to be transparency, influence and accountability standard)**

- Tenant voice
- Website
- Service standards
- Performance reporting directly to tenants



# Savills Consumer Standards Review cont.

Savills review will assess BCC's position against the four existing and upcoming revised Consumer Standards and Tenant Satisfaction Measures:

## **Neighbourhood standard (soon to be neighbourhood and community standard)**

- Review of Website and information available to residents
- Performance reporting
- Domestic abuse
- How to report incidents and outcomes of these

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## **Tenancy standard**

- Lettings and allocations to the councils own stock
- Tenure and occupancy agreements
- Mutual exchanges
- Decants
- Lettings - policy, transfer operations, over-crowding, exchange, who is moving into homes, timescales for lettings, reporting

## **Tenant Satisfaction Measures (TSM's)**

- Preparedness for submitting the data
- What we are planning to do with that data

# Empowered Regulator of Social Housing

As part of the Social Housing Regulation Act (SHRA), the Regulator of Social Housing (RSH) will be given the power to routinely inspect social landlords and enforcement powers, shifting from reactive to proactive regulation.

- The act bolsters the role for the RSH, enhances consumer standards (adding objectives of safety, transparency, and energy efficiency to its formal objectives).
- The RSH is gearing up to inspect every large social landlord, including local authorities on a rolling four-year basis.
- RSH focus on embedding a culture of responsibility for compliance as well as a culture of openness with encouraging self-referral when providers identify emerging problems.

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# Getting ready for Regulation and Inspection

Summary of short-term BCC actions:

- BCC should inspect itself (Savills review)
- Develop improvement plans in response to self-inspection
- Raise staff awareness
- Focus on building new relationships with regulators and Housing Ombudsman (HO)
- Focus on strengthening data, service standards and resident engagement
- Prepare for proactive inspections and reactive short notice inspections in the event of self/external referral

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## Key dates:

### January 2024

- Savills to start the Consumer Standards data review and hold exploratory session with colleagues

### February 2024

- Savills present findings from the Landlord Compliance Data Review
- Savills present findings and themes identified in the Consumer Standards Review
- RSH publish the new code and standards

### April 2024

- New code and standards come into force and statutory inspections due to start

# Review of Housing Management Board Next steps

# Recap - Why we are reviewing HMB?

- TPAS smart review recommendations 2022
- Review function and impact of the board
- Compliance with social housing regulation act

## Aims:

- To review terms of reference
- To consider recruitment options
- Improve representation

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# Recap - TPAS recommendations for HMB

## Summary of TPAS recommendations

- **Clearly defined roles** and intended **outcomes** for tenants and leaseholders incorporated within terms of reference.
- The HMB **power to influence** needs to be more clearly defined / referenced in TOR.
- A clear approach to **capturing and evidencing** where **residents' voices** have influenced decisions .
- **Reference to tenant scrutiny** made within the TOR how HMB will receive recommendations and respond.
- **Broaden the number and diversity** of those engaged by reviewing the elective process
- **Ensure transparency** - Reporting back to wider resident body

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# Progress

- Report submitted to HMB 4<sup>th</sup> Oct 2023 for discussion and comment.
- Minutes of meeting circulated to board members
- Request for resident board members further comments by end of Nov 2023.
- Comments summarised (see next slides)
- Seeking guidance from Democratic Service (due council wide changes to committee model and elections in May 24)

# Summary of comments & suggestions

- Need to ensure tenant/ leaseholder board members maintain links with rest of involvement structure.
- Co-opting was a good idea
- Recommend TOR include a reference to the new committee system
- Suggestion Housing could approach other groups for advice on issues
- Suggestion leaseholders and tenant's panels have more than one rep to HMB to avoid a loss of skills each time someone resigned and was replaced (back up / reserve)
- TP feels top down, suggestion working party with tenants
- Agree wholeheartedly 'role of the HMB Members needs to be more defined
- Members need to be reminded of their role on occasions.



# Summary Q&A

Qu - How do BCC propose to elect new members 'so as to broaden diversity of the board'?

Ans - The new proposals include places for co-options from underrepresented communities (point 4 of report to HMB Oct 23). When recruiting to existing resident positions we need to ensure opportunities are promoted widely.

Qu - Are we all up for election?

Ans - Positions on the board are not permanent and have always been subject to a re selection process periodically, to allow other BCC tenants and leaseholders the opportunity.

Qu - How do we ensure resident board members link to rest of resident involvement structure?

Ans - Recruitment options proposed include consideration for how board members could maintain links. Going forward we will also be looking to further develop/ strengthen these with resident board members.

# Next Steps

- Seek agreement in principle to the proposed amendments to the TOR (with exception Point 4 membership).
- Broaden engagement on the recruitment options (test opinion with involvement register)
- Workshop with resident board members to review results and report back to HMB
- Scope proposed co-option to increase the influence of underrepresented communities.
- Workshop with resident board members to scope expenses, reward and recognition scheme for resident involvement at HMB level

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# Revised Timeline

<b>Ongoing until new recruitment underway</b>	<ul style="list-style-type: none"> <li>To maintain continuity, it is recommended that current tenant / leaseholder board members be asked to remain in post until at least the end of the current financial year and/ or until new recruitment undertaken.</li> </ul>
<b>Spring 2024</b>	<ul style="list-style-type: none"> <li>Wider engagement on the proposed recruitment options with involved residents (Via Involvement register)</li> <li>HMB resident working group to review feedback</li> <li>Further work to consider expenses, reward and recognition scheme for resident involvement</li> <li>Work undertaken to further scope co-option process</li> </ul>
<b>Summer 2024</b>	<ul style="list-style-type: none"> <li>Outcome report to HMB with resident steer and to seek agreement to move forward.</li> </ul>
<b>Autumn 2024</b>	<ul style="list-style-type: none"> <li>Proposed recruitment to commence.</li> <li>This will allow for planning and citywide promotion of opportunities (using range of channels, including winter addition of Housing News which goes out to all BCC tenants and leaseholders).</li> <li>Following promotion, commence actual recruitment process</li> </ul>
<b>Winter 2024 / 2025</b>	<ul style="list-style-type: none"> <li>New board in place</li> </ul>

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