

# Housing Management Board Agenda



**Date:** Tuesday, 27 November 2018

**Time:** 6.00 pm

**Venue:** City Hall, College Green, Bristol, BS1 5TR

## **Distribution:**

**Councillors:** Paul Smith, Charlie Bolton, Nicola Bowden-Jones, Harriet Clough, Richard Eddy, Paul Goggin and Jo Sergeant

**Copies to:** Julian Higson, Sarah Spicer and Liz Cheetham (Community Development Officer)

**Issued by:** Corrina Haskins, Democratic Services

City Hall, PO Box 3176, Bristol, BS3 9FS

E-mail: [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk)

**Date:** Monday, 19 November 2018



# Agenda

## 1. Welcome, Introductions and Safety Information

(Pages 3 - 4)

## 2. Apologies for Absence

## 3. Declarations of Interest

To note any interests relevant to the consideration of items on the agenda.

## 4. 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 5 pm on 21 November 2018.

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 12.00 noon on 26 November 2018.

**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**

## 5. Purpose of the Housing Management Board and Terms of Reference

(Pages 5 - 8)

## 6. An introduction to the Housing Revenue Account (HRA) - Julian Higson, Director of Homes and Landlord Services

(Pages 9 - 20)



# 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).

You can also inspect papers at the City Hall Reception, College Green, Bristol, BS1 5TR.

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 and be available in the meeting room one hour before the meeting. Please submit it to [democratic.services@bristol.gov.uk](mailto:democratic.services@bristol.gov.uk) or Democratic Services Section, City Hall, College Green, Bristol BS1 5UY. 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, 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. This information will also be made available at the meeting to which it relates and placed in the official minute book as a public record (available from Democratic Services).

We will try to remove personal information such as contact details. 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. Public Forum statements will not be posted on the council's website. Other committee papers may be placed on the council's website and information in them may be searchable on the internet.

### Process 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.

### 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) and the footage will be available for two years. 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.



Housing Management Board



# Terms of Reference

## November 2018



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## **1. Definition**

1.1 The Housing Management Board (HMB) is a body set up to consider and advise on key issues affecting the City Council's Landlord Services (the management, maintenance, improvement and development of council tenancies and homes). Its role will be to:

- Advise on development of the strategy for Landlord Services.
- Advise on and review the Landlord Strategy delivery plan and the key projects identified within the Strategy.
- Review overall, high level performance.
- Annually review the draft Business Plan and associated Capital and Revenue Budgets.
- Review risk and risk management arrangements.
- Review draft reports on key decisions to be taken by the Cabinet or Council.
- Be consulted on and advise the Director on key changes to strategy, key policies, significant service changes and development proposals.
- Maintain an overview of the development of tenant participation.

1.2 The Housing Management Board can refer items to the Homes Board.

1.3 The HMB will not be involved with day-to-day operational matters or matters of detailed service delivery or performance.

## **2. Key Aims**

2.1 The aim of the HMB is to contribute to the delivery of effective landlord services, by monitoring and influencing service development and delivery.

## **3. Duties**

3.1 The HMB will have regard for the Council's powers and responsibilities and its constitution, including the system of delegated authority.

3.2 The Board will receive annual reports, for consideration, regarding the Housing Revenue Account Business Plan.

3.3 HMB will, in setting its work programme each year, have regard to the remit of Bristol's Scrutiny function and relevant boards.

## **4. Membership**

4.1 The membership of the HMB will comprise of: six council tenants, one leaseholder, six Councillors (proportionally representing the political administrations) and may be attended by the relevant Cabinet Member.

4.2 Each elected Councillor will be selected by his or her political group.

4.3 The Chair of the Board will be one of the tenant or leaseholders and will be elected at each annual meeting. The Board will elect a vice-chair (preferably a tenant or leaseholder representative). At each annual meeting the Board will also elect one of the tenant representatives to sit on the Bristol Homes Board.

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4.4 Tenant, leaseholder representatives will be appointed to the Board following election from the city wide housing forums. Tenant/leaseholder members will be expected to maintain close links with other elements of the tenant participation structure.

4.5 Tenants and leaseholder members will stand for a period of one year.

4.6 The Director of Homes and Landlord Services and other staff, as appropriate, will attend and advise the HMB.

## **5. Organisation of the HMB**

5.1 The HMB shall be vested in the Council, which will be responsible for organising and facilitating the affairs of the HMB.

5.2 The HMB will meet at least 3-4 times a year. The dates, times and venues for the meetings will be agreed annually.

5.3 The Cabinet Member and, or the Director of Homes and Landlord Services can call an emergency meeting and a minimum of seven days' notice will be given to all members of the HMB, with a notice detailing the reasons for calling a meeting under exceptional circumstances.

5.4 Three members of the HMB can call a special meeting, written notification of which must be sent to the Director of Homes and Landlord Services, signed by each, with the stated reason. The Service Director will then give notice to the HMB as detailed in 5.3.

5.6 Minutes of previous meetings will be circulated within 10 days after the meeting and will include notice of the agenda items for the next meeting.

5.7 Agendas and supporting papers will aim to be made available two weeks prior to meetings but will be available at least one week prior to meetings of the HMB. Late reports will be circulated as soon as possible and the HMB will determine whether to consider them.

5.8 Members of the public will have the right to attend any HMB meeting except where confidential or exempt information is likely to be disclosed, and the meeting, or a part of it, is therefore held in private.

5.9 Members of the public can submit questions or make statements to the HMB, related to items on the agenda, so long as these are received one week in advance of the meeting.

5.10 HMB meetings will be limited to two hours. Any issues not addressed in this time will be carried over, unless the members agree otherwise.

5.11 Members of the HMB are required to disclose the existence and nature of any personal interest which they have in any item of business to be considered at a HMB meeting, ahead of its discussion.

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## **6. Code of Conduct**

6.1 All members of the HMB are required to comply with their relevant codes of conduct:

- Tenant members: Tenant Participation Agreement Code of Conduct.
- Councillor members and advising Officers: Code of Conduct, Protocol on Member, Officer Relations.
- Council staff: Bristol City Council Code of conduct for employees.

6.2 All members of the HMB are expected to follow the good practice principles for effective meetings, listed below:

- All questions should be directed through the Chairperson.
- Everyone will be given equal respect and personal verbal attacks against members of the HMB or officers will not be tolerated.
- The Chair's position should be respected at all times.
- Any conflict of interest must be declared to the HMB at the start of the meeting.
- No member of the HMB should behave in a way likely to bring the reputation of the HMB into disrepute.
- Members will be expected to read papers before the meeting.
- All meetings and discussions will be solely confined to policy and strategy matters and will exclude any discussion of cases of individual properties, tenants or events.
- The Chairperson will have the authority to give a verbal warning to any member of the HMB or officer, whose behaviour is unacceptable. If the unacceptable behaviour continues, then the Chairperson will have the authority to ask the member of the HMB to leave the meeting. If the behaviour is considered to contravene relevant codes of conduct, the matter will be referred accordingly.
- All members of the HMB are required to make their best efforts to attend meetings or to send their apologies.
- All members are expected to take part in training where this is agreed.

## **7. Equal Opportunities**

7.1 All members are required to comply with the Equal Opportunities statement and policy of the Council.

7.2 Members of the HMB using racist, sexist or other inappropriate language or behaviour will be subject to an agreed procedure and may be removed from the HMB.

## **8. Annual Review**

8.1 These Terms of Reference will be reviewed on an annual basis at the start of the municipal year.

# **Council Housing - overview**

## **Housing Management Board**

**27<sup>th</sup> November 2018**

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Homes and Landlord Services

Slide 1



Agenda Item 6

# Agenda

- Context
- HRA strategy
- Annual report including performance
- Who's who
- Emerging priorities

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# Council Housing in Bristol

- Over 28,500 homes (27,000 rented, 1650 leasehold)
- Housing Revenue Account – ring-fenced landlord account
  - Income from tenants' rents (& receipts from sales)
  - Used to repair & invest in existing homes/estates, build new homes, manage tenancies
- Secure tenancies, social rents, 2 in 3 tenants on HB
- Allocated to those in need on the housing register via Home Choice Bristol



# HRA strategy - 2015

- Rent cap (-1%) for 4 years starting 2016/17
- High value levy, compulsory end of lifetime tenancies, market rents for high earners?
- Welfare reforms and universal credit
  - Bedroom tax, benefit cap
- Austerity measures impact wider service provision (social care, IAG, support)

# Position in 2018

- HRA borrowing cap lifted
- End of proposals to introduce high value levy and compulsory end of life time tenancies
- RTB, Rent Setting, SHGP consultation
- *Wider pressures*

# Annual Report to Tenants 2017/18

- Repairs

- 90% satisfied with how we dealt with their repair
- 94% of new tenants were satisfied with the quality of their new home

- Improvements

- 94.4% of our homes met the government's Decent Homes Standard
- 97% of people were satisfied with planned works

- Caretaking

- 97% judged cleaning as satisfactory

# Annual Report to Tenants 2017/18

- 11% of tenants more than 7 weeks in arrears
- 1302 empty properties let - on average, it took 44 days to re-let a vacant home
- 2,057 cases of ASB were reported to us - 51% of tenants were satisfied with the way their ASB complaint was dealt with
- We received 251,365 calls last year - 80% were answered – average wait for a call to be answered was 2 mins 49 secs



### What we spent:

Repairs and maintenance . . . . .	£27.8m
Managing tenancies . . . . .	£26.7m
Improvements to existing housing stock . . . . .	£24.3m
Repaying our debt . . . . .	£11.1m
Special services . . . . . (e.g. caretaking, services to older people)	£7.6m
New build and acquisitions . . . . .	£7.1m
Bad debt. . . . .	£1.5m
Our new computer system. . . . .	£1m
<b>Total . . . . .</b>	<b>£107.1m</b>



# HSLT – who's who

- Julian Higson: Director of Homes and Landlord Services
- Zara Naylor: Head of Response Repairs
- Gillian Durden: Head of Planned Programmes
- Be McCarroll: Head of Estate Services
- Sarah Spicer: Business Planning Manager
- *Paul Sylvester: Head of Housing Options*
- *Tom Gilchrist: Head of Private Housing Sector*



# Housing Departments

## Response Repairs:

- Day to day repairs & maintenance
- Re-letting

## Planned Programmes:

- Cyclical maintenance
- Planned improvements
- Servicing programmes
- Major projects

## Estate Services:

- Letting & management
- Rent collection
- Caretaking
- Compliance with tenancy conditions

## Business Planning:

- Strategies and policies
- Tenant participation
- Performance
- Housing ICT systems

## Housing Options:

- Homelessness prevention
- Housing Advice
- Tenancy support
- Home Choice Bristol
- Welfare rights & money advice

## Private Housing & Accessible Homes

- Quality and standards of private housing
- Adaptations
- Empty homes

# Emerging priorities

- Understand tenant/leaseholder priorities and develop our services to meet these
- Review allocations so that we get the right people in the right homes
- Improve the physical environment and safety of our estates
- Adopt an asset management approach for long term stock management



# Future role for HMB

- Continued focus on HRA
- Develop longer-term strategy
- Monitor service delivery and performance and help shape improvements