

# Housing Management Board Agenda



**Date:** Tuesday, 7 January 2020

**Time:** 6.00 pm (pre-meeting for tenant/leaseholder representatives from 5.30 pm)

**Venue:** 1P09, City Hall, College Green, Bristol, BS1 5TR

## Distribution:

### Tenant and Leaseholder Representatives

**Councillors:** Charlie Bolton, Nicola Bowden-Jones, Harriet Clough, Richard Eddy, Paul Goggin, Jo Sergeant and Paul Smith (Cabinet Member for Housing)

### Appropriate Officers

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

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

Tel: 0117 3576519

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

**Date:** 23 December 2019



# Agenda

## 1. Welcome, Introductions and Apologies for Absence

## 2. Minutes of the Previous Meeting

To confirm as a correct record.

(Pages 4 - 9)

## 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 5 pm on 31 December 2019.

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 6 January 2020.

**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. Report back from Bristol Homes Board

## 5. Fire Safety Update

(Pages 10 - 14)

## 6. Rent Standard and Regulation

(Pages 15 - 29)

## 7. Estate Safety Progress Report

(Pages 30 - 38)



**8. Date of Next Meeting**

**9. Any Other Business**



## Bristol City Council Minutes of the Housing Management Board

8 August 2019 at 6.00 pm



**Tenant/Leaseholder Representatives:** Kerry Bailes, Pete Daw, Juliette Henderson, Christine Jory and Richard White, Ross Dallimore

**Councillors:** Harriet Clough, Richard Eddy.

**Chair:** Professor Alex Marsh, University of Bristol

**Officers:** Liz Cheetham (Tenant Participation Officer) Corrina Haskins (Democratic Services) Julian Higson (Director: Housing and Landlord Services) and Angela Raftery (Head of Estate Management)

### 1. Welcome, Introductions and Apologies for Absence

The Chair welcomed everyone to the meeting. Apologies for absence were reported from Councillors Paul Smith and Jo Sergeant.

### 2. Minutes of the Previous Meeting

**RESOLVED** - that the Minutes of the Housing Management Board of 28 May 2019 be confirmed as a correct record.

### 3. Public Forum

There was no public forum.

### 4. Report back from Bristol Homes Board

Pete Daw confirmed that he was unable to attend the previous meeting of the Bristol Homes Board on 20 June due to illness.

The Board noted the minutes of the meeting and the following issues were raised:

#### Discretionary Licensing

In response to a question about how many people had disagreed with the proposal for discretionary licensing and how many thought the cost was too high, the Director of Housing and Landlord Services



confirmed that he did not have this information available, but that more people had been supportive of the proposal (47%) than had disagreed. In response to further questioning about why the scheme only covered 20% of private rented accommodation, he replied that although some Councils opted for blanket charging, Bristol City Council did not do so as it was difficult to cover and inspect all areas and more efficient to target the worse conditions.

## 5. 2018/19 Performance and 2019/20 Performance Scorecard

The Director of Housing and Landlord Services introduced the report and confirmed that the two performance tables were in a different format, the information from 2018/19 was a more traditional amalgam of different reporting mechanisms, whilst for 2019/20 he was looking to move to a smaller balanced scorecard of indicators. He confirmed that the data was split between 4 quadrants, Business Excellence; Customer Service; Finance and People and the performance indicators matched the quadrants.

The Director of Housing and Landlord Services responded to questions and comments as follows:  
2018/2019 Performance Data:

- In relation to DGR372 “Maximise the rent income to housing delivery (total debt outstanding)”  
*What was the impact of universal credit?*  
Those in receipt of universal credit had a higher level of debt than those who were not.
- In relation to BCP352b “Reduce the number of people sleeping rough on a single night in Bristol”  
*Did the reluctance of landlord to take pets have an impact?*  
A lot of landlords were willing to take pets as it made financial sense to do so. He considered that the biggest issues were the lack of landlords and the high cost of rent.  
*Did the opening of St Anne’s House have an impact on reducing the number of rough sleepers?*  
This did have an impact in 2018/2019 but this reduction needed to be replicated in 2019/20 and there was a new early intervention scheme “The Rapid Rehousing Pathway services” a set up Hub for those new to the streets with access to private rental sector accommodation and support. Tenants commented that there were other schemes such as the Bristol Quakers initiative.

2019/2020 Target Data:

- *It would be useful if the Housing Management Board could feed into the process in the future by recommending targets for inclusion.*
- *A commentary to explain why particular targets seem overly optimistic or pessimistic would be helpful;*
- *It would also be useful to see the percentages in relation to performance indicators and targets;*  
The Director of Housing and Landlord Services responded that he was looking to produce graphs and charts to accompany the information.

## 6. Estate Security



## 1. Estates Security Project – Presentation

The Head of Estate Management gave a presentation on the Estates Security Project which had been set up to increase safety for Bristol City Council (BCC) residents living in high and low rise blocks of flats:

Membership:

- BCC officers, tenants, leaseholders, involved tenants, police and chaired by Councillor Jama.

Initial work: To understand:

- What the issues are;
- What we currently do;
- What others are doing;
- What are the options and associated cost.

Progress

- Confirmed membership of the group;
- Tour of sites/blocks across the city;
- Building a current situation of issues;

Common Themes

- Varying levels and types of anti-social behaviour in blocks including drug dealing and taking (city wide); rough sleeping in bin rooms/stairwells (in central area); Graffiti (prevalent around Dove Street).

Partial Closure Orders

- Used to restrict access to premises as a means of tackling Anti-Social Behaviour;
- Being piloted in Easton (Lansdowne Court and Croydon House);
- Will make the blocks a safer and more pleasant place for residents and staff alike and help reduce crime and disorder;
- The order will be in place for 3 months with the possibility of extending it by a further 3 months;
- A new initiative for BCC and the Police;
- Regular meetings will be held to monitor before extending to other blocks.

Next Steps

- Inaugural Estate Safety meeting in September;
- Develop plan with working group – identify quick wins;
- Monitor success of partial closure orders with a view to roll out to other blocks;
- Publicise positive outcomes.

The Director of Housing and Landlord Services and Head of Estate Management responded to the following questions raised by Board Members:

*How did the project come about? Who are the members and how were they chosen?*

- The issue of estate security had been consistently raised as a concern at the Area Forum meetings;



- Tenants and leaseholders were contacted about the project but others were welcome to join if they were interested;
- Councillor Jama had volunteered to chair the project as there were a lot of estate security issues within her ward.

*Would sheltered housing also be included?*

This type of accommodation would be looked at too.

*There was a pilot project in London which evicted families involved in gang related crime. Would Bristol look at doing the same?*

This could be considered but it was difficult to pin down gang related crime.

*How often would the members of the Project be meeting?*

Meetings would be held monthly to keep the momentum going.

*What is the timescale? What is the role of the Board in the project?*

The Project was ongoing and the Board would be updated regularly.

The following comments were also raised by Board Members:

- Many tenants missed the local housing officers and their role in dealing with local issues;
- It would be useful if the Fire Service could be involved in the project as well as the police;
- Upgrading street lighting was a key issue in improving estate security;
- Pete Daw expressed an interest in being involved in the project.

## **7. Moving Forward Together**

The Tenant Participation Officer gave an update on progress since the previous meeting on the consultation on Housing and Landlord Services “Moving Forward Together” which was looking at the service with a view to determining what it should be doing, what it should be like and how services should be delivered:

- There had been 7 large staff events involving over 850 staff led by the Housing and Landlord Management Team;
- Procurement documents had been drafted to enlist specialist expertise to support resident engagement and a budget approved;
- The Leadership Factor (TLF) had been appointed as the provider to carry out the telephone research resident’s survey;
- An article had been published in Housing News inviting tenants to get involved;
- All of the comments from staff and tenants would be put together and considered;

The Director of Housing and Landlord Services confirmed that this had been an exciting and positive project which had been well received by staff and he hoped that tenants would be engaged in responding. In response to questioning, he confirmed that TLF had experience of working with other



housing organisations and were competitive in terms of price. He confirmed that there were no resources to carry out the telephone research in house.

## **8. Any Other Business**

### **1. HMB Deputy**

The Board discussed if it was necessary to elect a Vice Chair to support the Chair and the Tenants Participation Officer confirmed that training in chairing skills was available for tenants and leaseholders who were interested. It was agreed that in the event of the Chair not being available, someone could stand in to Chair a meeting without this being a formal resolution and Pete Daw confirmed that he would be happy to do this, if required, for the next year.

### **2. Our Consumer Regulation Review**

The Director of Housing and Landlord Services drew attention to the new requirements including the recommendations from the Hackitt Review of Fire Safety in tower blocks and the need for a named individual and an additional level of consumer standard.

### **3. Climate Change/Recycling and Waste**

A tenant referred to the climate change movement and the recent Quality of Life survey which indicated that Bristol residents were concerned about climate change and asked if it was possible to measure how much each household was sending to landfill. Other Board Members commented that this was difficult in some accommodation where bins were shared or access to recycling rooms were restricted and not accessible to disabled residents.

The Director of Housing and Landlord Services undertook to raise this with the relevant Council Director and also stated that the Council was always trying to improve the carbon footprint in relation to its own buildings. He reported that Alex Minshull (Sustainable City and Climate Change Manager, BCC) was advising Council Departments on how to reach the target of Bristol becoming a Carbon Neutral City and could attend a future meeting of the Housing Management Board.

### **4. Forward Planning**

The Chair confirmed that he was working on a forward plan with Sarah Spicer (Business Planning and Service Director Manager) and a way of taking issues forward. He offered an open invitation to ask Board Members to input into the agenda of future meetings.

## **9. Date of Next Meeting**

Thursday 21 November 2019





Meeting ended at 7.28 pm

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



## Housing Management Board

7 January 2020

### FIRE SAFETY – Update and response to Grenfell Inquiry Phase One report

#### Purpose of report:

To up-date Housing Management Board (HMB) on our current position and future proposals regarding fire safety in our blocks, referring to the findings and recommendations from the Grenfell Inquiry Phase One report.

#### Key messages:

- Bristol City Council owns 62 High Rise (over 5 stories) blocks of flats let to council tenants and leaseholders
- None have the same cladding as Grenfell Tower. Just over half of our high rise blocks have cladding of a different design and material. The blocks perform well in the event of a fire and this has been proven on several occasions in blocks with cladding, where the cladding has not burned or spread the fire.
- Bristol has taken fire safety very seriously for a number of years, investing over £2m per year since 2012 in fire safety improvement measures.
- Our blocks are very safe in the event of a fire. All fires in our blocks have not spread, - the fire doors made by our own joinery shop perform well above the 30 minute requirement (independently tested and certified). The concrete box nature of our blocks means that the fires are contained to the flat where the fire originates.
- We have a good working relationship with Avon Fire and Rescue Service who regularly test our blocks fire risers, familiarise themselves with our blocks, and have ready access to information about the layout of the blocks.
- We employ Building Control experts to conduct our Fire Risk Assessments which are up to date for all our blocks. This service is provided by our own Building Control team.
- We are closely monitoring the outcomes and findings from the Grenfell inquiries, and will continually review our policies and approach as they emerge
- The Inquiry Phase One report was published on 31 October 2019, and focuses on the events of the night – particularly the experience of the victims of the fire. We have reviewed the recommendations that are relevant to us as a landlord.

#### Bristol City Council Fire Safety policy and approach

##### Get Out / Stay Put

We considered the “Get Out / Stay Put” advice. We continue to advise residents that if there is a fire in their flat, they smell smoke or they feel unsafe, they should get out and call 999. But if there is a fire elsewhere in the block they are generally safer to stay put until, or if, the fire brigade organise an evacuation.

- A controlled evacuation can be organised by AFRS which will include giving assistance to residents that may have particular needs. We have reviewed and improved our own emergency response procedures for any major incident, including running rehearsal events for all key agencies.
- This advice is being supported nationally by the NFCC and by Avon Fire and Rescue (AFRS) locally.
- AFRS have provided BCC with a poster to help communicate this message in a pictorial way and this is displayed within every block.

- We are closely monitoring the official findings and responses from the Inquiry into the tragic fire at Grenfell Tower and would consider making any changes to our policies, in liaison with AFRS.

### **Cladding**

None of the 62 high rise blocks owned and managed by BCC have the same cladding as was used on Grenfell Tower. Nor were any of our blocks subject to the governments cladding testing requirements that were conducted post Grenfell.

Tenants wanted reassurance about the type and safety of their cladding and to know their blocks are safe. We have employed a surveying firm to undertake independent checks on our blocks that were clad many years ago to ascertain the material used and their overall safety (where we don't have records of this). These independent checks have been done, and we have released reports on 10 so far with the rest to be released over the next few months. Some work has been recommended to enhance the existing fire safety of the blocks, including repairs and improvements to the older cladding systems. The next phase in the New Year will inspect the records we have on the blocks more recently clad as an additional assurance.

### **Fire Risk Assessments**

We carry out annual fire risk assessments of every high rise block of flats, and low rise blocks are assessed every two years. Any risks identified are noted and programmes of work developed to ensure continuing improvements to fire safety. We regularly audit our blocks for fire safety risks and check on a daily basis for any hazards. All housing staff are continually reminded to report anything of concern so that it can be acted upon.

### **Fire Safety Works**

- We have been installing fire safety measures in our blocks since 2012 and spending around £2 million per year on this. New fire doors have been installed in our high rise and sheltered schemes. We will complete replacement fire door works to the low rise blocks by 2024.
- We have undertaken compartmentation works to all of our high rise blocks – these works ensure that the concrete box that forms every flat has no gaps and stops any fire from spreading from one flat to another. Low rise blocks will be completed by 2024.
- There have been a number of fires in Bristol since 2017, and on no occasion has any fire spread from one flat to another.

### **Fire alarms**

Bristol City Council follows the government's guidance called, "Fire Safety in purpose built blocks of flats", 2011. That standard says that fire alarm systems are not normally required in blocks of flats. Sheltered Schemes have different standards and so a few of our blocks do have alarms to meet this different standard. (using a zoned alarm system linked to the warden call system)

### **Sprinklers**

We are piloting the installation of sprinklers at one high rise block – and are in the process of consulting with residents about the installation. This will be reviewed before decisions are made to expand to other blocks. We have sprinklers in bin rooms in high rise blocks which are maintained regularly. This prevents any fire starting from discarded rubbish from the chutes.

## **Smoke Detectors**

We provide free smoke detectors for every one of the 27,000 dwellings in our ownership, one for each level of a property. If tenants have missing or damaged smoke detectors we will replace these free of charge. We are looking to improve this to provide more detectors within a home, in line with newly published British Standards.

## **Gas**

We have been working in collaboration with Wales & West gas supplier to ensure every block with gas has identified isolation valves and we are removing gas supplies within high rise blocks where there is little or no usage of gas.

## **Fire Service**

We work very closely with Avon Fire and Rescue Service (AFRS) to consult on fire safety works and policy. We share various information with them, both electronically and physically on site, such as fire risk assessments, floor plans, the layouts of flats within blocks, asbestos surveys, lift information and other general features about a block. Each high rise block has a fire safety tailored plan available on site in emergency boxes agreed with AFRS. AFRS do regular audits of our buildings to familiarise their watch staff with our high rise stock. AFRS provide Home Fire Safety Visits to any residents who are concerned about fire safety within the home, and we publicise this to our tenants in our regular updates.

## **Safety Team**

We are creating a new Safety Team that will take on the new Building Safety Manager role that is likely to come out of the Hackett enquiry and Grenfell findings. This team will ensure all safety requirements for our high rise blocks is collated and managed in one place and that we regularly engage with our residents over their safety.

## **Phase 1 of the Grenfell inquiry**

The outcome of Phase 1 of the Grenfell enquiry was officially published on 31<sup>st</sup> October 2019. The report largely focusses on the events of the night of 14<sup>th</sup> June 2016, particularly on the experiences of the victims of the fire. Phase 2 of the inquiry has not yet started and this will look at the building, the cladding and the activities that led to the fire being so devastating. Below are the particular issues that have been mentioned in the Phase 1 report that are applicable to Bristol City Council and its role as landlord.

There are also a large number of recommendations that apply to the Fire Service. Although these would be for Avon Fire and Rescue Service (AFRS) to implement, we will need to liaise closely with them. We have a strong working relationship with AFRS, and have a series of meetings planned to will have already reached out to them and arranged meetings.

## **Key Grenfell Phase 1 recommendations (with BCC comments)**

**1. Owner and manager be required to draw up and keep under review evacuation plans, with copies provided to local fire and rescue services and placed in an information box on the premises**

*Every high rise block has an evacuation plan on display in each foyer and in the information boxes.*

**2. All high-rise buildings be equipped with facilities to enable the sending of an evacuation signal to the whole or a selected part of the building**

*This is not provided in any BCC blocks. We are assessing how this could be provided*

**3. Owners and managers of high rises be required by law to prepare personal evacuation plans for all vulnerable residents**

*Not currently provided – we are reviewing how we could implement and maintain this.*

**4. An urgent inspection of fire doors in all buildings containing separate dwellings, whether or not they are high rises**

*Partially done, we are considering how we could access all flats.*

**5. A legal requirement on the owner or manager of high and low rise buildings to check doors at least every three months to ensure self-closing devices are working effectively**

*Not done currently.*

**6. All high-rise buildings should have floors clearly marked in a prominent place, which should be visible in low light or smoky conditions.**

*Partially done. Not every block has yet had low level large numbering on each floor*

**7. That the owner and manager of every high-rise building is required to provide details of external walls and the materials used to the local fire service, and inform them of any changes**

*We have these details and can provide them to AFRS.*

**8. That owners and managers of high-rise buildings are required by law to provide paper and electronic versions of building plans of all high rises to local fire services**

*Done. Coordinating with AFRS to get this information into their vehicles*

**9. To ensure the building contains a premises information box, including an up-to-date copy of floor plans and information about lifts**

*Done*

**10. That the owner and manager of every high-rise building be required by law to carry out regular inspections of any lift required for use by firefighters and the mechanism that allows them to take control of it. Copies of inspections are to be provided at monthly intervals.**

*Keys supplied to AFRS. Photo of applicable key in each property box. Service inspections not currently provided.*

**11. The report decided not to issue a recommendation that individual flats be provided with fire extinguishers or fire blankets, noting concerns that this could encourage residents to fight fires rather than escape and call the emergency services. This supports our current policy and approach**

## **Conclusion**

Over the last seven years, Bristol City Council have made significant investment in fire safety in our blocks, and this approach sits within a policy framework which means we are confident that our blocks are safe. The outcomes of the independent checks are identifying areas where improvements can be made to make the blocks safer by improving the overall fire safety even further. We are also confident that our blocks and cladding systems perform well in real fire situations.

We did not receive any enquiries from our council residents following the publication of the report.

The government have yet to formally respond to the report, and these recommendations are not legislation. However, we are evaluating how these recommendations changes can be implemented, as well as appraising the cost implications, and how residents will be engaged and involved in the changes.

# New Rent Standard

Page 15

HMB January 2020

**Housing and Landlord Services**

Team Name Here (go to [View - Master - Slide Master](#) to change)

Slide 1



Agenda Item 6



# Social housing rent regulation and legislation

- 2015 Rent Standards: convergence
- April 2015 CPI\* + 1% for 10 years
- Replaced in July 2015
- Welfare Rights and Work Act 2016: 4 years of annual 1% reduction
- Significantly reduced HRA budget and business plan

Page 16

\*Consumer Price Index

**Housing and Landlord Services**

Team Name Here (go to [View](#) - [Master](#) - [Slide Master](#) to change)

Slide 2





# What has happened so far

- Nov 2018 – consultation on new direction
- Feb 2019 - direction to the Regulator of Social Housing (RoSH) to set a Rent Standard
- May 2019 - consultation on New Rent Standard
- Nov 2019 - final version of Rent Standard issued

Page 17





# Key Issues

- The RSH will now regulate rents charged by social housing stock-owning local authorities (LA registered providers)
- Rent increases on social rent and affordable rent properties restricted to a maximum of CPI+1% annually from 2020 for a period of at least five years

Page 18



# Summary of the standard

- April 2020 rents increase by a maximum of CPI+1%
- Individual rents cannot increase:
  - Above the rent cap
  - Above the 2020 limit
- Landlords can apply 5% flexibility on formula rents (10% on supported housing)
- There are exclusions to the standard
- Recommended CPI+1% limit for service charges

Page 19





# Formula rents

- Pre-determined formula for calculating social rents based on 1999 property values
- Housing and Landlord Service apply formula rents to properties when they are let
- 2020 only: rents that are higher than formula plus flexibility, if used, can only increase by CPI
- Currently identifying if any rents are above formula

Page 20



# Rent cap

- 2019/20 average BCC rent £80 excluding service charges (aprox 33% of market average)
- 2019/20 rent caps:
  - One bedrooms - £141.43
  - Two bedrooms - £149.74
  - Three bedrooms - £158.06
- The 2020 average rent level is being evaluated

Page 21

# Rent Flexibility

- 5% general needs and 10% supported housing
- Only applied to formula rent at relet
- Providers should ensure that there is a clear rationale for doing so which takes into account local circumstances and affordability.
- Factors:
  - What are the rent levels
  - How do rent levels compare to formula and Affordable Rent/ Market Rent/ Benefit caps

Page 22

# Exclusions

- Shared ownership low cost rental accommodation
- Intermediate rent
- Specialist supported housing
- Relevant local authority accommodation
- Student accommodation PFI social housing
- Temporary social housing
- Care homes

Page 23



# Exclusions and BCC

- Specialist supported housing – must be provided by a private registered provider
- Relevant local authority accommodation - prove that applying the rent policy would cause the authority unavoidable and serious financial difficulty, requires Secretary of State approval
- Temporary social housing - the local authority holds the social housing on a lease or a licence which has a term of more than two years and fewer than 30 years.

Page 24





# Impact on 2020 HRA budget

- 2019/20 rental income forecast was £113.3m
- 2020/21 forecast, TBC, will not be 2.7% higher as:
  - The 2019/20 forecast was too high
  - 2019/20 was a 53 week rent year
  - Stock numbers will have decreased slightly, as more properties lost through RTB than built/replaced

# Regulation

- Co-regulation, outcome based standards
- Annual reporting to RoSH regarding rent levels
- Expectation regarding compliance
- In-depth assessment can be carried out if irregularities identified
- RPs subject to Financial Standard regulation must proof they deliver Value for Money, includes maximising income opportunities

Page 26



# 2020 rent review

- Opportunity to increase rents in order to deliver:
  - One for one replacements of homes lost through RTB through new development, preemptions and acquisitions
  - Replacement of ‘poorly performing stock’
  - Retrofitting to reduce carbon emissions
  - Respond to new building safety regulations/outcomes from Grenfell enquiry
  - Priorities for service improvements identified in the recent tenant survey

# Bristol rents comparison

Local Authority	Rent level (2017/18) £
Bristol	80.30
Bournemouth	84.15
Poole	85.18
Southampton	85.87
Wiltshire	89.23
Cambridge	101.27
Oxford	106.10

Page 28



# 2020 rent review recommendations

- Increase rents and service charges by CPI plus 1%, inline with the new standard
- Explore the use of flexibility on formula rents, to be applied when properties are relet

Page 29



# Estate Safety Group



# Update

- Held two Estate Safety meetings
- Learning from other organisations
- Created a vision and measures
- Partial Closure Orders in two blocks



# Update Continued

- Identified four blocks for pilots
- On-site meeting with key services including Housing Officers
- Developed action plans for the blocks
  - Currently focusing on quick wins
- Medium and long term actions being identified





# Learning from Others

## Proactive housing management service

- Smaller patch sizes for HO
- Daily sweeps of blocks to ID issues
- Weekly surgeries
- Monthly block inspections undertaken by the relevant Housing Officer, to flag up any issues within external/communal areas, with tenant involvement where possible
- Wrap around service to support tenants across all areas of their tenancy, including enhanced income work, lettings, liaising with support providers and playing a lead role in partnership working within the locality
- Additional contact made with known vulnerable tenants – ensure support needs are in place
- Targeted training for housing officers in the management of flats/communal areas
- Proactive repairs service to better ensure that we deal with issues before they become bigger problems



# Vision

***Creating world class blocks where residents want to live and are respected, that are clean and safe and contribute to sustainable communities***



# Measures

- Action plans developed for each block
- Resident satisfaction
- Reports of ASB reducing
- Numbers of reports to police reducing
- Length of tenancies sustained
- Number of properties let first time
- Number of warrants issued
- Reduction of graffiti reported
- Desirability of the area
- Improved cleaning and grounds standards
- Tenant groups meeting



# Partial Closure Orders

- Used to restrict access to premises as a means of tackling Anti-Social Behaviour
- Pilot in Easton (Lansdowne Court and Croydon House) has been extended for further three months
- Less ASB in Lansdowne and Croydon blocks
- Two other blocks identified



# Blocks for Pilot

- Two in South,  
two in central
  - Kingsdown
    - Carolina
    - Fremantle
  - Hartcliffe
    - Millmead
    - Middleford





# Next Steps

- Action plan for blocks
- Weekly progress reviews
- Performance measures
- Publicity