

Wiltshire Council's Housing Board

Minutes

Venue: Bowman Centre, Archers Gate, Shears Drive, Amesbury, Wiltshire, SP4 7XG
Start Time: 2.00pm
Finish Time: 4.30pm
Date: Monday 27 January 2014

Attendees

RCL Councillor Richard Clewer, Chairman, Wiltshire Council's Housing Board (WCHB)
AB Miss Angela Britten, WCHB Tenant Member
RCH Mr Robert Chapman, WCHB Independent Member
CC Ms Cindy Creasy, WCHB Independent Member
JE Mrs Jacqui Evans, WCHB Independent Member
LL Mrs Lorraine Le-Gate, WCHB Tenant Member
EP Miss Emma Powell, WCHB Tenant Member
IT Councillor Ian Tomes, WCHB Councillor Member
FW Councillor Fred Westmoreland, WCHB Councillor Member

JC Mr James Cawley, Associate Director
DH Mr Dave Hellier, Interim Head of Asset Management
SR Ms Sandra Royer, Interim Head of Business and Tenancy Services
SM Mr Stephen Macdonald, Shared Services Principal Accountant
IS Mr Ian Seeckts, Governance and Scrutiny Officer

Guests

- JP Mr Julian Paine, Regional Director (Wiltshire), Aster Communities
JS Ms Jo Savage, Group Services Director, Aster Group
JT Mr John Todman, Chairman, Wiltshire Council's Tenants Panel (WCTP)

Apologies

None.

Prior to the meeting, WCHB members and staff engaged in a walk-about around Wiltshire Council housing stock in Amesbury.

The meeting commenced at 2.00pm.

Welcome, housekeeping and apologies

Attendees were welcomed to the meeting. There were no apologies. Members were requested to provide their comments regarding the walk-about.

Presentation – The Role of Aster's Board and the Role of Board Members

JP and JS gave a presentation on the above topic.

Minutes

The minutes of the meeting held on Tuesday 17 December 2013 were presented to board members.

Resolved and Actions:

- 1. Minutes were approved as correct.**

No further action.

Matters Arising

Some elements of future meetings may be open to the public, although when confidential information is being discussed, these elements of the meetings will be held privately. It was proposed that an 'open session' be held at the start of future meetings.

Resolved and Actions:

- 1. WCHB approved the introduction of 'open sessions' at the start of meetings.**

Presentation – The Role of the Tenants Panel and Board Support

JT gave a presentation on the above topic. Document was not issued in advance, but at the meeting. JT issued a new version of his presentation to WCHB. Presentation was seen as an inefficient use of time and the content was not particularly relevant.

Presentation – Housing Revenue Account (HRA) Business Plan and our Response to the Decent Homes Standard

and

Maintenance Performance of Contractors

The Chairman brought these items together. SR, DH and SM gave a presentation on the above. There was particular emphasis on the stock condition survey, level of resource (monies) available, the impact of 'Right to Buy' and the ability of contractors to deliver.

Resolved and Actions:

- 1. Draft Business Plan is to be presented to WCHB.**
JC/DH/SR/SM: produce/present this to WCHB. Deadline: 14/03/14.
- 2. Graph to be sent to all members of WCHB (detail spending on repairs, modernisation and staffing).**
JC: produce/send graph. Deadline: 14/02/14.
- 3. Benchmarking information, specifically the cost spend per property, along with comparisons to other organisations, for example, Aster, is to be supplied to the board.**
DH/SR: produce report. Deadline: 14/03/14.
- 4. Impact of using monies specifically on property extensions is to be presented to WCHB.**
DH: produce report. Deadline: 14/03/14.
- 5. Asset Management Strategy is to be provided to WCHB.**
DH: produce/present this to WCHB. Deadline: 14/03/14.

Rent and Service Charge Increase for 2014/15

SM discussed his report. There was a focus on projected income, the end of the Rent Restructuring programme, the model changing from using the Retail Price Index (RPI) to the Consumer Price Index (CPI) and charges having been frozen for a number of years.

Resolved and Actions:

- 1. Rents to be increased by 3.7%.**

Increase already determined and passed to Cabinet; no further action.

- 2. Service charges to be increased by 3.7%.**

Increase already determined and passed to Cabinet; no further action.

- 3. Garage rents to be increased by 2%.**

Increase already determined and passed to Cabinet; no further action.

Key KPIs for Housing

SR discussed her report. There was a focus on the lack of Key Performance Indicators (KPIs), the robustness of KPIs which were currently in place, the stock condition survey and the use of a workshop session to address these matters.

Resolved and Actions:

- 1. Rent Arrears Report to be submitted to WCHB.**

SR: produce report. Deadline: 14/03/14.

- 2. Confirmation needed of whether the figures relate to residents or respondents.**

SR: provide confirmation/clarification. Deadline: 14/02/14.

- 3. WCHB to set realistic targets alongside a 'stretching' or 'aspiration' target, which will be done through a workshop session.**

JC/SR/DH: organise workshop session; SR to attend. Deadline: 28/2/14.

Council House Building Programme

JC discussed his report. There was a focus on the waiting list, welfare reform, changing customer needs, section 106 requirements, planning, differences between 'social' and 'affordable' housing, the availability of land and Wiltshire Council's borrowing capacity.

Resolved and Actions:

1. **Paper to be presented to WCHB regarding HRA land and Wiltshire Council land (including reference to the £2 million programme and also a supporting Options Paper).**

JC/DH/SR: produce report. Deadline: 14/03/14.

2. **Report addressing the 'Right to Buy' rules when the property is a new build.**

JC/DH/SR: produce report. Deadline: 14/03/14.

3. **WCHB to be provided with meeting dates for the next 18 months.**

IS: email dates to WCHB members. Deadline: 07/02/14.

How to Report a Repair

and

Matters for Information: Housing Matters, Policy and Procedure Review, and Tenant Participation Review

These items were not covered, due to the meeting over running.

Resolved and Actions:

1. **Report on the outcome of the Tenant Participation Review is to be provided.**

SR: produce report. Deadline: 14/03/14.

The meeting closed shortly before 4.30pm.