

TENANTS' FORUM

Thursday, 12th March, 2020 at 6.30 pm
Council Chamber - Kettering Borough Council

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A G E N D A

1. Apologies
2. Declarations of Interests*
 - Disclosable Pecuniary Interests
 - Personal Interests
3. Minutes of the meeting of the Forum held on 6th February 2020 to be approved and signed by the Chair (**attached**)
4. Matters arising from the minutes
5. Matters raised by Tenants' Forum Representatives
6. Information Items
 - Future Northants Update John Conway
 - Future Meetings of the Tenants Forum in 2020/2021 John Conway
 - HRA Capital Programme (**attached**) Dan Hannam
7. Feedback
 - Connect Leona Mantle
 - Tenant Overview and Scrutiny Panel Martyn Lund
8. Any Other Business
9. Prize Draw
10. Date of Next Meeting – 9th April 2020

Working with and on behalf of local people

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BOROUGH OF KETTERING

TENANTS' FORUM

Meeting held – 6th February 2020

Present: Councillors Mark Rowley (Chair), Maggie Don, Andrew Dutton, Jim French, David Howes and Mike Tebbutt

Tenant Representatives:

Lynne Lund	(Northumberland Road)
Steven Soper	(Sackville Street)
Peter Harvey	(Dahlia Road)
Brian Kimpton	(Counties)
Lindsay Wooldridge	(Sackville Street)
Steven Panther	(Sackville Street)
Simon Sheldrick	(Weston by Welland)
Victor Woodcock	(Burton Latimer)
Hamid Saleri	(Geddington)
Josephine Copson	(Alfred Street)
Karol Hall	(Burton Latimer)
Peter Matsa	(Burton Latimer)
Reg Carvell	(Leaseholder)

Also Present:

John Conway	(Housing)
Leona Mantle	(Housing)
Tracey Copeland	(Housing)
Dan Hannam	(Housing)
Pearl Nathaniel	(Finance)
Dean Mitchell	(Finance)
Callum Galluzzo	(Democratic Services)

19.TF.43 APOLOGIES

Apologies for absence were received from Trevor Nash, Sandra Nash, Martyn Lund and Anne Swoboda.

19.TF.44 DECLARATIONS OF INTEREST

None

19.TF.45 MINUTES

RESOLVED

that the minutes of the meeting held on 9th January 2020 be approved as a correct record and signed by the Chair.

19.TF.46 MATTERS ARISING FROM THE MINUTES

19.TF.21 Homelessness Update

An update was provided to members in relation to the number of households currently living in temporary accommodation. It was reported that there was currently 147 households living in temporary accommodation compared to 161 households previously stated at the last meeting of the Tenants Forum.

A small update was also provided regarding the councils acquisition of Wellington House. Communication and negotiations with Home Group regarding the acquisition were ongoing. Dialogue had also taken place between partnerships organisations regarding the creation and running of services.

19.TF.48 Voids Update

An update was provided to members in relation to the number of void properties under maintenance and repair work. It was reported that there was currently 60 void properties. Members heard that there had been a recent surge in the number of properties being returned to the Council.

19.TF.47 MATTERS RAISED BY TENANTS' FORUM REPRESENTATIVES

An update was provided to members in relation to a concern raised by a tenant regarding felled trees at Grafton Street Park. It was heard that as part of planned works, some larger trees had been removed due to damage and were due to be replaced by smaller native trees.

Members also received an update to concerns raised regarding street cleansing in Weston By Welland, it was heard that there had been communication with the street cleansing team with regards to the clearing of drains to prevent flooding.

19.TF.48 RENT REVIEW

Dean Mitchell and Pearl Nathaniel attended the meeting and gave a presentation regarding the Council's draft budget and details regarding the Housing Revenue Account (HRA) income and expenditure.

It was noted that the Council's draft budget of £115.3m for 2020/21 was under review during the formal consultation period. The budget consisted of:-

- General Fund Account - £60.7m
- Housing Revenue Account - £15.4m
- Capital Programme - £39.2m

The forum noted that the Housing Revenue Account (HRA) was ring-fenced and had no other council services with which to compete. It was further noted that the Council's proposed budget for 2020/21 was balanced.

A brief outline was provided to the meeting regarding HRA expenditure in relation to Repairs and Maintenance, General Management, Special Services and Capital Resources.

The forum was informed of the structure regarding the Council's loans. £72.9m was borrowed in 2012 made up of fixed rate maturity loans. A repayment of £3.5 Million will be made during 2020/21 which will mean that £27 Million will have been paid off since 2012.

The meeting was advised that the process used to calculate rent increases in previous years had altered in the financial year 2016/17. The formula used to calculate rent increases had moved from the Retail Price Index (RPI+ 0.5% + £2 p/w) to the Consumer Price Index (CPI+1%) for 2015/16. Then Central government subsequently amended this policy again, requesting housing authorities introduce a - 1.0% rent reduction for the next four years from 2016/17 to 2019/20. New rules that are to be brought in from 2020/21 allow local authorities to increase rent levels based on the Consumer Price Index (CPI+1%)

Members of the forum asked the following questions in relation to the draft budget proposals for 2020/21:

Item / Issue	Summary of Response Given
<p>Will rents be looked at across the North and West for Harmonisation?</p> <p>(Tenant Question)</p>	<p><i>The harmonisation of Rents and Council Tax will be considered as part of one of the Unitary Working Groups. Ultimately this will be a decision for the Shadow Authorities.</i></p> <p>(Officer Response)</p>
<p>It would have been helpful to have seen a comparison with the 2019/20 budget.</p> <p>(Cllr Maggie Don)</p>	<p><i>We have shown the changes from the 2019/20 to the 2020/21 budget on the slides presented. The detail of the 2019/20 budget is contained within the detailed budget papers in the January Executive Report.</i></p> <p>(Officer Response)</p>

Officers then proposed the recommendation for the Rent Review 2020/21 as follows:-

- Average rent Increase - **+2.7%**
- Average weekly rent per property - **£80.96**
- Average weekly increase - **+£2.11**

(The officers and councillors left the Chamber at 7.10pm to allow tenants time to discuss the decrease and vote. They were recalled to the Chamber at 7.25pm)

RESOLVED that the members of the Tenants' Forum agreed to the 2.7% increase for 2020/21

19.TF.48 HOUSEHOLD INSURANCE

Members of the forum were provided with a presentation from the Tenancy Services Manager with regards to the household insurance that is advertised and offered to all Kettering Borough Council tenants.

Members heard that The Council partnered with Crystal Insurance Scheme which as part of the insurance included:

- Furniture
- Carpets
- Clothing
- Bedding
- Electrical Items
- Jewellery
- Ornaments

It was also heard that fire damage, theft, storm/flood damage and damage caused by water leaks was also covered by the insurance scheme. Lost or stolen keys, freezer contents, water damage and tenant responsibility damage such as glazing were also all covered by the insurance policy

Details were also provided to members of the forum in relation to the benefits of tenants taking out the insurance policy. It was also noted that the price of the scheme was £3.51 per month for tenants aged 60 or over and £5.27 per month for tenants under the age of 60.

Members also heard that only 149 tenants in Kettering Borough Council properties had taken out the insurance policy. Kettering Borough Council had a responsibility to ensure that all tenants had been advised of the importance of home contents insurance and to regularly promote the insurance scheme.

19.TF.49 HRA CAPITAL PROGRAMME

The forum was provided with the latest asset management report.

Members were presented with an updated format which included a new build update for the forthcoming year. It was heard that the Scott Road development would commence in May 2020 which was the same as Albert Street. Developments on Stamford Road were due to commence in August 2020 Lawrence's Site, Desborough were due to commence November 2020.

19.TF.50 CONNECT

An update was provided regarding the forthcoming edition of the Connect magazine.

It was heard that the first editorial panel meeting had taken place ahead of the next issue. It was noted that the contents of the next issue would focus on home improvement with features one homes for the future, Montrose House and an update regarding the Capital Programme. News items on environmental improvements and the rent review were also to be included.

19.TF.51 TENANT OVERVIEW AND SCRUTINY PANEL

An update was provided to members of the Tenants Forum regarding the ongoing work being undertaken by the Tenant Overview and Scrutiny Panel.

It was heard that following a review into tenant involvement and communication there had been 4 main areas of recommendation that included:

- Raising Knowledge and awareness of all frontline staff regarding Tenant involvement at Kettering Borough Council
- Improving communication materials relating to tenant involvement
- Improving communication methods between tenants and leaseholders
- Investigating ways to make tenant involvement more attractive.

19.TF.52 ANY OTHER BUSINESS

Members of the forum enquired regrading the involvement of the Tenants forum in the unitary shadow authority. It was heard meetings were ongoing and that tenant participation was being reviewed as part of the work streams leading to the shadow authority.

19.TF.53 PRIZE DRAW

The winner of the prize draw was Steven Panther

19.TF.54 DATE OF NEXT MEETING

It was noted that the provisional date for the next meeting of the forum was set as Thursday 12th March 2020.

(The meeting started at 6.30pm and ended at 7.47pm)

Signed

Chair

CJG

Asset Management Report

Tenant Forum
February 2020

based on December 2019 data

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Sparkle Programme



Agenda Item 6c

2019/20 Capital Programme Update

Programme	19/20 target	Nov (previous month)		Dec (current month)		Jan (next month)	Year to date
		Target	Complete	Target	Complete	Target	
H420 Aids & Adaptions (LAS & SOB)	38	2	2	1	1	2	17
H442 Boilers	261	24	25	26	18	26	184
H446 GRP Doors	20	5	5	4	4	-	9

Page 10 A bit of commentary...

- Aids & Adaptions (H420) – below year end target, this is due to incorporating minor works adaptions (i.e. grab rails & ramps) alongside the Level Access Shower & Shower over Bath planned programme.
- Kitchens & Bathrooms (H435) – on hold for 2019/20 due to budget constraints, although 1 urgent kitchen was installed in August and 1 in December. A more extensive planned programme is being discussed for 2020/21.
- Door Entry Systems (H440) – 8 Kettering town centre blocks (44 flats) were completed in August (installation 2 weeks) by Bamford Doors, this work included new aluminium doors, frames & key management system (KMS).
- Boilers (H442) – 9 boiler installs were missed from last months figures and 1 from last April.
- Roofing Renewals (H443) – completed year 3 of it's 4 year programme on the Pytchley Road estate, (26 properties) it was agreed to complete these before the unpredictable weather in the winter months.
- Sparkle Project (H473) – at Hazeland House & Saxon Close Desborough (56 flats) commenced works in June for 10 weeks & completed within target. St Andrews Court Broughton is planned for 2020/21.
- HFTF Hamilton House (H479) – Lovell commenced works to refurbish 18 flats in September, contract is for 39 weeks and is expected to be completed on time (June 2021).



2019/20 Finance Update

Programme	Working budget £000	Spend to date £000	Spend to date (%)	Projection £000	Variance (under) over £000
H420 Aids & Adaptions	293	108	37	293	0
H430 Electrical Upgrades	58	30	52	58	0
H440 Door Entry Systems	96	88	91	96	0
H442 Central Heating / Boilers	375	242	65	375	0
H443 Roof Renewals	126	118	94	126	0
H447 Void Repairs & Improvements	622	591	95	622	0
H462 Fire Precaution Works	89	43	48	89	0
H473 Sparkle Programme	40	36	90	40	0
<i>H477 Scott Road New Build</i>	<i>200</i>	<i>7</i>	<i>4</i>	<i>200</i>	<i>0</i>
<i>H478 Albert Street New Build</i>	<i>60</i>	<i>2</i>	<i>4</i>	<i>60</i>	<i>0</i>
H479 HFTF Hampden Crescent B	1674	1069	64	1674	0
<i>H480 Stamford Road Acquisition</i>	<i>310</i>	<i>201</i>	<i>65</i>	<i>610</i>	<i>0</i>
TOTALS	3944	2535	64	3944	0



2019/20 Performance Tracker

Programme	19/20 target	Nov (previous month)	Dec (current month)	Jan (next month)	Year to date
SAP Ratings	D	65.16	65.18	-	D
Percentage of valid AGSCs	100%	99.10	98.71 (3518 properties)	-	98.71%
Stock Condition Surveys	500	16	3	-	244
Satisfaction Surveys	40%	36	36	-	36%

Part of commentary...

- Decent Homes – annual target of 10% non-decency, last year ended at 10.50% (384 properties).
 - Working with Voids and Project Surveyors to increase numbers and up-to-date data on Estate Pro.
 - Desktop Survey has now been completed and inputting results into Estate Pro.
- Energy Performance Certificate (EPC) show energy current and potential energy rating of a property, known as ‘SAP’ ratings, divided into bands ranging from A – G (D = 55 – 68). We have constantly remained at D all year.
- Annual Gas Safety Check (AGSC) compliance rate – a great deal of work has been done on the gas policy & process in order to achieve annual gas safety checks on all properties.
 - 47 properties are without a valid AGSCR as at 31.12.19.
- The Stock Condition Surveys have slowed down over the last few months whilst the Project Surveyors are assisting with a back log of repair inspections and void surveys.



2019/20 Project Focus

Sparkle – Sheltered Schemes

Novus Property Solutions undertook our Sparkle Initiative at Hazeland House and Saxon Close beginning the project mid-June.

The main works undertaken were:

- *New carpeting in the communal hallways and lounge
- *Upgrading the lighting throughout
- *Redecorating the communal hallways and lounge area

All works were completed within the designated time (completed by the beginning of September) and within the budget (total cost inc. Tunstall upgrade – circa £62,000)

Next years Sparkle focus will be St Andrews Court.



2019/20 New Build Update

H477 Scott Road Kettering New Build

Site Details	
Total	22 units
Estimated cost	£2.904,000
Average unit cost	£132,000

Indicative Programme	
RIBA stage 4 design	By mid-January 2020
Tender Period	End of February 2020
Tender Approval	March 2020
Contractor Mobilisation	April 2020
Start on Site	May 2020

H478 Albert Street Kettering New Build

Albert Street- Site Details	
Total	6 units
Estimated cost	£827,000
Average unit cost	£137,833

Albert Street- Indicative Programme	
RIBA stage 4 design	By mid-January 2020
Tender Period	End of February 2020
Tender Approval	March 2020
Contractor Mobilisation	April 2020
Start on Site	May 2020



2019/20 New Build Update

H480 Stamford Road Kettering Acquisition

The Grange Methodist Church- Site Details

Dwelling mix	4 x 2b4p bungalows 2 x 3b5p houses (standard) 2 x 3b6p houses (with GF bedroom and built to M4(3) accessibility standard)
Total	8 units
Estimated cost	£1,781,328
Average unit cost	£222,666

The Grange Methodist Church- Indicative Programme

Task	Commencement	Indicative Time Period
RIBA Stage 4 Design	January 2020	8 weeks
Production of Tender Docs	March 2020	3 weeks
Tender Period	March 2020	6 weeks
Planning Application	April 2020	13 Weeks
Tender Evaluation	May 2020	3 weeks
Intrusive Bat Surveys	May 2020	4 weeks
KBC Approval Period	June 2020	4 weeks
Planning Decision	July 2020	1 day
Contract Award	July 2020	2 weeks
Contractor Mobilisation Period	July 2020	4 weeks
Start on Site	August 2020	TBC



2019/20 New Build Update

Lawrence's Site Desborough Acquisition

Lawrences- Site Details	
Dwelling mix	14x 1b2p flats (maisonette style) 2x 2b3p flats 10x 2b4p houses 14x 3b5p houses 2x 4b7p houses (with GF bedroom and built to M4(3) accessibility standard)
Total	42 units
Estimated cost	£7,280,630
Average unit cost	£173,348

Lawrences- Indicative Programme		
Task	Commencement	Indicative Time Period
RIBA Stage 4 Design	January 2020	8 weeks
Production of Tender Docs	March 2020	3 weeks
Tender Period	March 2020	6 weeks
Planning Application	April 2020	21 Weeks
Tender Evaluation	May 2020	3 weeks
Intrusive Bat Surveys	May 2020	4 weeks
KBC Approval Period	June 2020	4 weeks
Planning Decision	September 2020	1 day
Contract Award	September 2020	2 weeks
Contractor Mobilisation Period	October 2020	4 weeks
Start on Site	November 2020	TBC

