



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Housing and Neighbourhoods Committee

**Date:** Thursday, 26 January 2023

**Time:** 18:30

**Venue:** Council Chamber

**Address:** Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

## AGENDA

Open to Public and Press

### 1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

### 2 DECLARATIONS OF INTEREST

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest

arises, so that it can be included in the minutes.

**3**      **MINUTES 10.11.22**      **4 - 11**

To confirm Minutes of the meeting held on the 10 November 2022.

**4**      **MATTERS ARISING**

To consider any matters arising from the above minutes.

**5**      **FORWARD PLAN**      **12 - 12**

Report Attached.

**6**      **HOUSING REVENUE ACCOUNT BUDGET REPORT 2023-24**      **13 - 29**

Report attached.

**7**      **HOUSING TENANT INSIGHT UPDATE**      **30 - 38**

Report attached.

**8**      **TENANT - LEASEHOLDER ENGAGEMENT UPDATE**      **39 - 42**

Report attached.

**9**      **ANY OTHER BUSINESS**

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

## **10 EXCLUSION OF PUBLIC**

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Housing and Neighbourhoods Committee

## Minutes

Thursday, 10 November 2022 at 18:30

**PRESENT :**

Councillor Flaxman-Taylor (in the Chair); Councillors Candon, Cameron, Galer, Grant, D Hammond, Smith-Clare, Martin, Price, Talbot, Wainwright, Jeal and Williamson.

Councillor Wells attended as an observer for item 6.

**Also in attendance were:**

Kate Blakemore (Strategic Director); Lorna Snow (Financial Services Manager); Nicola Turner (Housing Director), Tanya Rayner (Housing Options Service Manager); Nick Fountain, (Principal Strategic Planner); Chris Furlong (Director of Housing Assets), Chloe Ingram (Communications and Media Officer), Michael Brett (IT Services); Terhi Koomson (Senior Democratic Services Officer) and Sammy Wintle (Corporate Services Manager).

### **01 APOLOGIES FOR ABSENCE**

There were no apologies for absence received.

## 02 DECLARATIONS OF INTEREST

Councillor Grant declared a personal interest in Item 9 as he had facilitated and accommodated some temporary housing.

## 03 MINUTES

The minutes of the meeting held on the 3 October 2022 were confirmed.

## 04 MATTERS ARISING

Councillor Wainwright referred to his previous question whereby he has asked when the Asset Management Strategy would be brought to the Committee. The Director of Housing Assets confirmed that this had been renamed Housing Investment Strategy and would be brought to the Committee in March following an all Member briefing on the subject.

Councillor Wainwright referred to page 3 of the minutes and advised that he was still seeking clarification if play equipment owned by Parish Council were still maintained by GYBC. The Strategic Director advised that she would take this matter away and look into it.

**ACTION : The Strategic Director to seek clarity around play equipment owned by Parish Council and whether these were still maintained by GYBC.**

Councillor Williamson asked if actions that were agreed at the meeting could be included within the minutes, this was confirmed and the Corporate Services Manager advised that this could be rolled out across all Committees.

**ACTION : All actions agreed at Committees to be included within the minutes.**

## 05 FORWARD PLAN

The Committee received and noted the contents of the Forward Plan.

## 06 OPEN SPACE NEEDS EVIDENCE

Members received and considered the Principal Strategic Planner's report which provided Members with an update on the Open Space Needs Assessment and The Playing Pitch and Outdoor Sports Strategy following the consultation. The Principal

Strategic Planner confirmed the changes that had been made to the final draft and outlined the recommendations that the Committee were being asked to consider.

Councillor Galer asked Members to draw their attention to page 113 of the report which referred to a play facility at Ryelands Hemsby, a significantly small play area targeted for the smaller years children, he therefore commented that he did not feel that future development at this site was the best way to resolve the deficit of play space in the area.

Councillor Williamson sought clarification regarding the Claydon Ward allotments being in surplus, as he advised that the provision in the area had been reducing in recent years and he wondered if up to date maps had been used. The Principal Strategic Planner confirmed that the survey undertaken had been based on the current provision and all allotment providers were contacted as part of supply/demand assessment.

Councillor Smith-Clare commented that the report did not appear to include all sports, he advised that he had been made aware of the local Petanque team who had been performing well nationally and therefore felt that this should be included. The Principal Strategic Planner advised that this sport had not been included in the brief and at this stage would not be possible to re visit. The Strategic Director asked Councillor Smith-Clare to forward the details of the team to her so that they could be contacted to establish their potential requirements.

**Action : Councillor Smith-Clare to provide Kate Blakemore with the details of the Petanque team, with contact to be made by GYBC to ascertain their potential requirements.**

The Chairman thanked the Principal Strategic Planner for his report and hoped that this would allow for some more sports within the Borough.

RESOLVED :

That Committee endorses the content and recommendations to adopt :-

1. The Open Space Needs Assessment
2. The Playing Pitch and Outdoor Sports Strategy.

## **07 2022/23 PERIOD 6 HOUSING REVENUE ACCOUNT BUDGET MONITORING REPORT**

The Committee received and considered the HRA Service Accountant's report which asked Members to consider the 2022/23 Housing Revenue and Capital Budget monitoring position at the end of period 6.

The Financial Services Manager advised that the report presented the period 6 budget monitoring position for the Housing Revenue Account.

The detail of the report shows a revised 2022/23 forecast surplus of £0.134m, from a currently budgeted forecast deficit of £3.129m, resulting in a favourable movement of £3.263m. However, there are further in-year budget pressures that have not yet been allocated at a service level, namely the outstanding agreement of the 2022/23 pay award and the impact of increases to energy and transport costs. After allowing for direct employee costs alone, this will produce a forecast gap in the current year of

£116k.

The HRA forecast position is also facing increasing pressures of inflationary costs, for example, utility costs and interest rate rises. Whilst some increases in utility costs were allowed for within the 2022/23 budget provision, the current level of increases have exceeded predictions for the financial year and could not have been envisaged. Utility costs for the Housing Revenue Account in 2021/22 totalled £242k. The forecast position for 2022/23 has been partly adjusted for some anticipated increase in utility costs in the main areas. Overall costs will be monitored closely, and forecasts updated as the year progresses.

Current revenue under spends within the service will be utilised to accelerate further work maintaining the Councils responsibilities, to include working with GYN, ensuring best practices, to address the Councils compliance requirements and further develop procedures. The capital financing has been revised following the increased number of Right to Buy (RTB) sale completions year to date. As a result of increased completions, increased RTB receipts are available to fund the current years capital programme, reducing the requirement of revenue to finance capital.

It was reported that the overall position would continue to be monitored and used to inform the budget work for 2023/24.

Councillor Wainwright questioned why there were issues with the meeting of the acceptable Home Standards requirements when there was an apparent underspend in capital expenditure. The Director of Housing Assets confirmed that this was not necessarily an underspend, but that currently as the contracts are awarded yearly, the expenditure accelerated towards the year end. This annual top/start approach in managing contracts will be reviewed as part of the Asset Management Strategy and consideration will be given to benefits in awarding longer term contracts.

Councillor Wainwright further asked if any update had been received in reference to the Government consultation of setting rent levels for the budget year 2023/23. The Director of Housing Assets confirmed that no update or outcome had been received to date.

Councillor Jeal referred to section 3.7 of the report and considered this to be an fantastic project. However, he expressed his disappointment on the recent vandalism that occurred at the Middlegate Estate and commented that he felt there had been a lack of communication with the ward Councillors ahead of public communication. The Housing Director apologised for this and advised that she had hoped to speak to Ward Councillors prior to the press release being published however, this had been released before those conversations had taken place.

Councillor Grant and Williamson together with the Chairman highlighted that despite a number of previous requests, there still wasn't enough clarity and breakdown of the Supervision and Management costs detailed within the budget, the Financial Services Manager agreed to try to breakdown this area further and this would be sent round. The Chairman advised that she would bring this matter up at the GYN Board Meeting.

**ACTION : The Financial Services Manager to provide a breakdown of the £3.199M allocation for GYN within the supervision and Management finances.**

RESOLVED :

That Committee note the 2022/23 Housing revenue and capital budget monitoring

position as at the end of period 6.

## **08 COUNCIL HOUSING COMPLIANCE - SIX MONTHLY UPDATE AS AT END OF QUARTER 2**

Members received and considered the Director of Housing Asset's report which provided Members with a six-monthly compliance update in relation to the Council's housing service and its compliance with the Regulatory standard as set by the Regulator for Social Housing.

It was reported that the Council's compliance against the requirements of the five regulatory standards had not changed over the last six months with the key concern being the non compliance against the home standard. This standard related to the quality of homes provided and the delivery of a cost effective repairs and maintenance service and a service that meets all applicable statutory requirements that provide for the health and safety of occupants in their homes.

Members were advised that a recent audit and fire safety management review had been undertaken and had resulted in concerns with regard to the Council meeting its statutory requirements to provide for the Health and Safety of the occupants of the homes that the Council let.

Some of the key concerns were as follows:-

- o Ensuring that Fire Risk Assessments are fit for purpose
- o the timely completion of fire safety remedial works
- o the timely completion of water hygiene remedial actions
- o the management of asbestos data
- o the frequency of EICR inspections
- o the overall management of compliance data

As a consequence of the above and in accordance with the guidance from the Regulator for Social Housing (RSH), the Council made a self-referral to the RSH for a potential breach of the Home Standard. On October 26th, the RSH published a Regulatory Notice that GYBC had indeed, failed to adhere to the requirements of the Homes Standard. The RSH recognised that the Council had developed a Compliance Improvement Plan to address the issues and as such, would not be taking any statutory action against the Council preferring to monitor the delivery of the plan only.

Based on the successful delivery of the Compliance Improvement Plan, Members were advised that it was anticipated that the Council would return to full compliance with the Homes Standard by May 2023. It was noted that the Committee would continue to receive updates on the progress with the action plan to ensure future compliance with the standards is met.

The Chairman asked with regard to the management of the Helpline that was set-up in response to the Regulatory Notice. The Director of Housing Assets confirmed that over the nine days, 33 calls had been received and were all resolved without escalation. It was felt that overall the communication plan with the residents over the issue had worked well.

Councillor Wainwright was pleased to note that there was an action plan, but commented that in his opinion the Council should have never allowed itself to be in this position in the first place.



Councillor Williamson agreed, and advised that he had highlighted issues in relation to poor quality of repairs for the past six years. He raised concern with regard to the fact that despite complaints from residents whenever they had received any satisfaction surveys, the service delivery had achieved 95% satisfactory.

Councillor Jeal noted that as they had a Selective Licensing scheme operating in the Nelson ward, some private landlords had highlighted the double standards ie; The Council requests certain standards from the private landlords, yet fail to meet the same themselves.

Councillors Price and Grant highlighted the difficulties in managing the GYN contract.

Councillor Candon requested that the full report relating to the Housing Standards be circulated and shared with all Members. The Chair agreed for this to be sent round to Members.

**ACTION : The Council House compliance report to be circulated to all Members**

Councillor Talbot requested more efforts to safeguard existing fittings in the properties should be considered as part of void works and secondly, that the main disrepair issue affecting many properties was mould, she commented that in her opinion the mould wash undertaken would only deal with the symptoms of mould and not the root cause of the problem.

The Director of Housing Assets confirmed that the void policy in relation to existing fittings within a the property was being looked at. He further confirmed that new working process was being implemented in relation to mould complaints, and that a specially trained officer was now carrying out inspections and follow-ups to ensure that issues are properly addressed.

Cllr Hammond highlighted the lack of a general handy person on the estates for small repairs as well as removals service. The Strategic Director confirmed this matter was being looked into.

Councillors Jeal, Price and Talbot all commented on issues relating to mould in the properties which was partly caused by poor ventilation. Councillor Galer asked if any training was available to residents in relation to managing of properties and issues relating to mould. The Director of Housing Assets confirmed this is not something done at present, but could be considered. Councillor Grant added that certainly in relation to older properties built in 50's/60's the approach with tackling mould needed to be re looked at from individual dwellings into looking at the building as a whole.

The Chair confirmed that following the self-referral to the RSH, conversations with GYN had taken place and thanked the Director of Housing Assets for all the work that had been completed and hoped that things would improve from here on.

RESOLVED :

That the Committee note the Director of Housing Asset's report.

## 09 HOMELESSNESS UPDATE AND TEMPORARY ACCOMMODATION ACQUISITION

Members received and considered the Housing Director's report that provided an update on temporary accommodation usage, current homelessness pressures and requested approval from Members to purchase 6 x 2-bedroom flats in order to increase the Council's portfolio of temporary accommodation.

Councillor Hammond raised some concern with regard to the lack of equipment that those placed into housing have when they first allocated. The Housing Director advised that for those households in temporary accommodation who did not have furniture when placed, their time in temporary accommodation provides time for them to gather the items required when allocated housing but commented that there was a need for a further look at the work between the Communities Team, the Tenancy Team, Registered Providers and the Private Landlords to ensure the residents have what is needed when they are offered a tenancy.

Councillor Talbot asked for confirmation if temporary storage was offered for belongings, this was confirmed.

Councillor Martin requested additional information with regard to the Section 21 Notices and the process that follows in assisting applicants as she felt that these notices were currently driving the increase in homeless applications. The Housing Director agreed to provide this.

### **Action : The Housing Director to provide guidance on the serving of Section 21 Notices**

Councillor Candon commented that he fully supported the report but further commented that in his opinion the cost of living crisis and the proposed plan to abolish s.21 notices in the future were the key drivers behind the high level of evictions from the private sector.

Councillor Williamson voiced his support for the report and confirmed this was right approach and hoped it would continue in the future.

Following an unanimous vote it was RESOLVED :

That the Committee :-

- (1) Approve the acquisition of 6 x 2-bedroom flats to increase the Council's Temporary Accommodation portfolio.
- (2) Recommend to Full Council the approval of the expenditure and borrowing set out at paragraph 1.3 of the Confidential Appendix.
- (3) Delegate decisions in relation to the acquisition of the properties in accordance with the Property Acquisitions and Disposals Policy to a Strategic Director and the Section 151 Officer.
- (4) Delegate decisions in relation to the works required on the properties

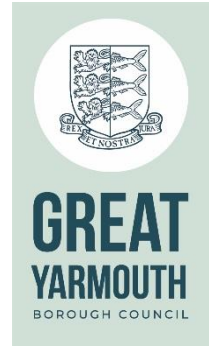
and applicable expenditure to to the Housing Director.

## **10 ANY OTHER BUSINESS**

The Chairman wished to re-acknowledge her disappointment of the recent vandalism at the Middlegate Estate already referred to in the meeting. Councillor Jeal again raised his concern and commented that he hoped strong actions would be taken against those found to be guilty of the damage. The Strategic Director assured that all possible measures had been undertaken to identify the perpetrators and appropriate actions would follow. Members were advised that consideration was being given to the potential of CCTV within the area.

The meeting ended at: 19:45

<b>Housing and Neighbourhoods</b>			<b>Pre Meet Date</b>	<b>Agenda Published</b>	<b>Committee Date</b>
22-237	Budget Report 2023/24 HRA	Finance Director	17/01/23	19/01/23	26/01/23
22-281	Insight and Resident Engagement Strategy Action Plan updates	Tenancy Services Manager	17/01/23	19/01/23	26/01/23
22-293	Council Housing Resident Engagement Strategy Update	Tenancy Services Manager	17/01/23	19/01/23	26/01/23
21-181	Stock Condition Survey Results	Director of Housing Assets	7/3/2023	9/3/2023	16/03/23
22-119	Strategic Review of Sheltered Housing Assets	Director of Housing Assets	7/3/2023	9/3/2023	16/03/23
22-088	Housing Investment Plan (formally Asset Management Strategy)	Director of Housing Assets	7/3/2023	9/3/2023	16/03/23
22-238	Period 10 Budget Monitoring Report - HRA	Finance Director	7/3/2023	9/3/2023	16/03/23
22-297	Council Home Programme Update	Housing Delivery Manager	7/3/2023	9/3/2023	16/03/23
22-157	Option appraisal for Repairs and Maintenance service	Director of Housing Assets	7/3/2023	9/3/2023	16/03/23
22-253	Sustainable Warmth Competition Update	Housing Director	7/3/2023	9/3/2023	16/03/23
21-142	Middlegate Regeneration Scheme	Housing Director	TBC	TBC	TBC
22-162	Housing Strategy	Strategic Director (KB)	TBC	TBC	TBC
22-163	Preventing Homelessness Strategy	Housing Director	TBC	TBC	TBC
22-164	Development Standard- date to be confirmed.	Housing Director	TBC	TBC	TBC
22-158	Gapton Hall Feasibility Study	Housing Director	TBC	TBC	TBC
22-160	STAR Survey – January H&NC.	Director of Housing Assets	TBC	TBC	TBC
22-161	Control Centre review	Housing Director	TBC	TBC	TBC
21-181	Selective Licensing Update and Next Steps	Head of Environmental Services	TBC	TBC	TBC
21-183	GYN Maintenance of Housing Stock (including complaints handling and repairs	Head of Property and Asset Management	TBC	TBC	TBC



**URN:** 22-237

**Subject:** Housing Revenue Account Budget 2023/24

**Report to:** ELT - 18 January 2023  
Housing and Neighbourhood Committee - 26 January 2023  
Council – 21 February 2023

**Report by:** Senior Accountant

### **SUBJECT MATTER/RECOMMENDATIONS**

This report presents for approval the 2023/24 Housing Revenue Account Budget, the Rent and Service Charge proposals for the 2023/24, along with the HRA Capital Programme 2023/24 to 2027/28. At the same time it presents the latest revenue and capital forecasts for the current financial year and projections for the HRA covering the period 2023/24 to 2027/28. The budget and forecasts have been informed by a number of workstreams

### **RECOMMENDATIONS**

It is recommended that Housing and Neighborhoods Committee agree and recommend to Council:

1. A capped increase to rents of 7%, as set out in the New Direction on the Rent Standard and Policy Statement for 2023/24;
2. The revenue budget for 2023/24, along with the forecast projections for the period up until 2027/28, including the extended borrowing to support the provision of additional HRA homes;
3. The Capital budget for the period 2023/24 to 2027/28;
4. The HRA Service charges for 2023/24;
5. An increase to the Repairs and maintenance budget of £584,000 for immediate Fire Risk Assessment and remedial works in 2022/23.

## **1. Introduction**

- 1.1. The Housing Revenue Account (HRA) is the ring-fenced rent account that funds the Council's activity as a landlord. The HRA records all the income and expenditure associated with the provision and management of Council owned homes in the borough. This account funds a significant range of services to 5,741 homes for Great Yarmouth Borough tenants and their families and to 377 homes for leaseholders. This includes

housing management, repairs and improvements, sheltered housing services, caretaking and capital investment on housing.

- 1.2. The Council is required by law to avoid budgeting for a deficit on the HRA (Local Government and Housing Act 1989, section 76). This means that the budget must not be based on total HRA revenue reserves falling below zero. In practice the Council is expected to maintain a reasonable balance of reserves, and this provides a contingency against unforeseen events and known risks. Great Yarmouth Borough Council's HRA currently maintains a minimum balance of £2 million.
- 1.3. Originally, in April 2012, the HRA moved to a Self-financing model which accompanied a limit on the amount of housing debt that an authority could hold within an HRA. The limit was based on a calculation of the level of debt that a landlord/council could support, based primarily on the valuation of each authority's current housing stock, along with income and expenditure assumptions. A total borrowing limit was set for each landlord, which for Great Yarmouth Borough Council was £89 million. As of October 2018, the Government removed the debt cap limitations on how much councils can borrow against their HRA Assets. Such borrowing, must however, be affordable within the HRA.
- 1.4. Following the above changes, the self-financing arrangements have led to the development of a 30-year business plan supporting the delivery of the HRA. The 30-year business plan makes assumptions regarding the level of income available based on the expected levels of rent, along with the key risks facing housing service delivery within this timeframe. The main areas of this are the management and timing of debt use, affordability and the impact of changes as Government policies are enacted. This results in a rolling 30-year HRA Business Plan covering both capital and revenue expenditure projections.
- 1.5. The budget process for 2023/24 has taken due consideration of the HRA 's 2017/18 stock condition survey results. Implications highlighted by the stock condition survey have been reflected within the capital programme going forward alongside additional works required by changes in legislation.
- 1.6. Working in conjunction with the Regulator for Social Housing, following our self-referral over non-compliance with the Homes Standard, Great Yarmouth Borough Council has brought in a property compliance team and is working to deliver compliance functions for Great Yarmouth Borough Council residents, with the team funded with budgets deducted from Great Yarmouth Norse.
- 1.7. Following on from this, this report is recommending that a revenue budget of £584k is approved and funded from savings in budgets in 2022/23, to address immediate Fire Risk Assessment Remedial works identified following the completion of new Fire Risk Assessments across the housing stock to be completed in 2022/23.
- 1.8. The budget and forecasts presented do assume additional borrowing in the medium term to support the affordable homes delivery. The later includes borrowing to support match funding of Retained Right to Buy receipts as well as the additional borrowing approved in

July 2020. Due to reductions in day-to-day revenue repairs, the HRA business plan has budgeted for further additional borrowing to support the wider Council Home Programme.

## 2. Rent setting policy changes – 7% capped increase.

- 2.1. Each year local housing landlords must set rents and budgets for the forthcoming financial year and provide each individual tenant with statutory notice of any proposed rent change. This report sets out proposals regarding the budget, rents, service charges and other charges to tenants for the 2023/24 rental year.
- 2.2. The self-financing HRA remains governed by guidelines on rent setting for tenants. The council no longer has flexibility on the approach to rent setting due to the policy announced as part of the Welfare Reform and Work Act 2016.
- 2.3. The government launched a consultation on limiting rent increases in 2023/24 to help tenants with the cost of living. Without a cap, social landlords would have been permitted to increase rents by CPI + 1%, allowing a maximum increase of 11.1%. It has now been announced that rents for 2023/24 will be capped at 7%. As a result, this will be the recommended rent increase within this report, reflecting the level of capital expenditure required to meet regulatory requirements for the housing stock.
- 2.4. There will be a reversion to the previous arrangements of CPI + 1% from 2024/25.
- 2.5. The average rent for 2023/24 will be £104.75 per week over a 50-week period. Future rent increases have been factored into budgets within Appendix B.
- 2.6. Estimated rent charges for 2023/24 on average:

Property Type	Average weekly Rent 2022/23 £ (50 wk.)	Average weekly Rent 2023/24 £ (50 wk.)
<b>Bedsit</b>	64.01	68.49
<b>1 Bedroom</b>	73.85	79.02
<b>2 Bedroom</b>	81.32	87.01
<b>3 Bedroom</b>	88.04	94.21
<b>4 Bedroom</b>	97.17	103.97
<b>5 Bedroom</b>	139.23	148.97
<b>&gt;5 Bedroom</b>	141.65	151.57
<b>Average for all properties</b>	<b>97.90</b>	<b>104.75</b>

## 3. Proposed Rent Service Charges 2023/24

- 3.1. The proposals in relation to service and agreement charges are set out in Appendix A. The increases proposed and applied are in line with the cap of 7% within the 2023/24 New Direction on the Rent standard.
- 3.2. Service charges for 2023/24 have been reviewed to ensure that each individual service charge element is recharged on a cost recovery basis. The only service not to increase in

2023/24, is the garden maintenance service charge which is currently already set at a cost recovery.

#### **4. Housing Revenue Account Budget 2023/24 – 2027/28 and Revised Forecast 2022/23**

4.1 The approach to HRA budget setting focuses on three separate areas for 2023/24:

- Expected income and proposals on rent and service charge levels;
- Expenditure plans that reflect local priorities and the impact of the self-financing business model on service delivery; and,
- The reserves and provisions needed to ensure that the HRA is delivering strong financial performance over a longer period of time

4.2. The HRA receives income from tenant rents and service charges levied on tenants and leaseholders. The self-financing HRA remains governed by guidelines on rent setting for tenants. Income from rents is a key driver of the total income available to the HRA, making up approximately 90% of the total income. The approach and policy for rent therefore affects the resources available to re-invest in expenditure plans across the HRA to deliver the outcomes outlined in the HRA business plan for all tenants.

4.3. Expectations for income, and therefore the rent budget, are driven by three key elements:

- Expected stock levels for 2023/24.
- The CPI +1% (4.1%) increase on the 2022/23 actual rents charged and 2023/24 the proposed 7% cap: and,
- The resourcing needs outlined in the HRA Business Plan.

4.4. For 2023/24, the average stock level across Great Yarmouth Borough Council is expected to be approx. 5,729 properties. This is based on known changes to the current stock profile of 5,769, including adjustments for projected Right to Buy sales, acquisitions and new builds.

4.5. The assets, capital and revenue programmes include elemental capital replacements, planned cyclical decorations to the stock and the compliance programme of testing and remedials of heating, lighting, lifts, smoke alarms. It also relates to day to day repairs for tenants and refurbishment of void properties in between tenant occupancy. The £1.5m repairs and maintenance planned cyclical budget in 2023/24 includes budgeted works of £300k for Damp and Mould and £768k for cyclical decoration and maintenance works.

4.6. In 2023/24 there is a one off budget of £1m for Fire Risk Assessment (FRA) works., As previously stated, the borough has undertaken a programme of new FRA's to required standards. This has led to an unforeseen emerging budget need of £1m to resolve outstanding issues to maintain resident safety. This is one off budget to bring the stock to the correct level fire safety compliance but there will be an ongoing need to complete remedial actions to a lesser extent in future years from further FRA works.



- 4.7. An additional budgeted income of £750k has been built into the repairs and maintenance budgets in 2023/24, setting Great Yarmouth Norse an efficiency savings target on repairs and maintenance costs in year. The savings will be generated through increasing the productivity of the in-house work force and reducing the dependency on external subcontractors, increasing the first time fix rate and reducing service failure and waste in GYN
- 4.8. Leasehold service charges are required to be transparent and reflect the actual cost of the services incurred. It is recommended to set leaseholder service charges in line with actual expenditure plans as per the approach in previous years.
- 4.9. The HRA currently holds a forecast 2022/23 opening reserve balance of £9.4 million. The HRA reserve is higher than previously forecast, this is due to prior year savings and underspends of estimated budgets, specific planned budgets being carried forward to future years and programmes not being completed at the original time anticipated.
- 4.10. The HRA 30-year business plan demonstrates how reserves are reduced and managed over the next five years within the housing major works capital programme. Capital works were significantly increased from 2018/19 to ensure that both homes identified as part of the 2017/18 Stock Condition Survey as non decent and future homes, which become non decent, are addressed over a five year period. A further stock condition survey will be undertaken, starting in March 2023 and continuing into the 2023/24 financial year and will inform the future capital programme.

#### 4.11. Revised 2022/23 position

- 4.12. The original 2022/23 budget reported a forecast deficit of £1.675 million. Monitoring year to date has identified that this needs to be revised, resulting in a reduction to the original 2022/23 forecast deficit by £0.275m, to an estimated £1.400m deficit at year end.

2022/23	Revised budget	Variance	Reason	Financed from
	£000	£000		
<b>Capital Expenditure funded by Revenue (including grants)</b>	6,072	3,041	Increases to capital programme in 2022/23, funded from capital grants in year.	<b>HRA Revenue</b>
<b>Rents, Rates, Taxes and Other Charges</b>	379	49	Increased insurance premiums as a result of the COVID-19 and increased perils and forecast increase in cost of livings costs on utilities.	<b>HRA Revenue</b>
<b>Dwelling Rents</b>	(23,003)	(20)	Rent received from HRA Dwellings. Increase in forecast rental income, following increased acquisitions being added to the stock and properties	<b>N/A</b>

2022/23	Revised budget	Variance	Reason	Financed from
			relet in year at formula rent in year.	
<b>Interest &amp; Investment Income</b>	(39)	(23)	Interest rate increases in year have increased interest receivable estimations. Current market interest rates continue to rise and will be monitored to reflect any further changes.	<b>N/A</b>
<b>Repairs &amp; Maintenance</b>	9,407	(210)	£110k was carried forward from 2021/22 to cover adaptations major works in 2022/23. R&M budgets originally included the cost of the whole GYN Asset team, however now part of the team is in house the budget of (£664k) has moved to the Supervision & management staff cost budget. (£78k) savings forecast for voids works, covering the forecast £35k overspend on Responsive repairs. (£205k) saving forecast by GYN on asset staff mitigates part of the £584k increase to additional compliance works for Fire Risk Assessments and remedials work in 2223.	<b>N/A</b>
<b>Supervision and Management</b>	3,254	180	Utility charges forecast to increase by an estimated £20k. Increased temporary staff costs of £199k to maintain & improve service operation while the housing structure is reviewed. GYN will contribute £39k to the asset service costs in year.	<b>HRA Revenue</b>
<b>Supervision and Management (Staff Pay)</b>	3,446	596	Asset team has moved in house from GYN in 2022/23 showing a reduction repairs & maintenance budget in year of £664k. GYN will contribute (£68k) in year to the compliance team in 2022/23 reducing this cost.	<b>HRA Revenue</b>
<b>Interest Payable and Similar Charges</b>	2,895	50	Interest rate increases in year have increased interest payable on current and future borrowing estimates by a forecast £50k.	<b>HRA Revenue</b>

2022/23	Revised budget	Variance	Reason	Financed from
Capital Grants & contributions	(20)	(3,164)	(£3.1m) in capital grants and contributions added in year for capital projects.	N/A

#### 4.13. Proposed growth/savings in HRA Revenue 2023/24 budget

4.14. The following table summarises the more significant movements in the 2023/24 budget.

Income/ Expenditure	2023/24 Revised Budgets	2023/24 Growth (Saving)	Details	Financed from
Dwelling Rent	(24,739)	(2,015)	Increased dwelling rent of £2m following the New Rent Policy for 2023/24. Capped increase at 7%.	N/A
Charges for Services and Facilities	(1,395)	46	Sheltered housing support income reduced to reflect service income, which is completed on a cost recovery basis.	HRA Revenue
Supervision and Management (Staff Pay)	3,811	1,183	Increased employee costs following pay increase in prior year. Asset Team is now in house after being moved from GYN.	HRA Revenue
Supervision and Management	3,150	310	Increased supervision and management charges due to the cost of living crisis and continued temporary staff costs.	HRA Revenue
Rents, Rates, Taxes and Other Charges	458	237	Increased insurance premiums due to the COVID-19 pandemic and additional perils being included within the policy.	HRA Revenue
Repairs & Maintenance	9,674	383	£819k Reduction for the movement for asset team now in house and target efficiency savings for GYN set at £750k in year. Planned cyclical and compliance works (including £1m on Fire Risk assessment works as a one off) increased by £1.6m. Major works adaptations budget increased by £190k in line with prior year spend.	HRA Revenue
Capital Expenditure funded by Revenue (including grants)	4,344	3,738	Revised capital programme for 2023/24 includes £1.2m increase to capital improvements, carried forward grant funding and a	HRA Revenue

Income/ Expenditure	2023/24 Revised Budgets	2023/24 Growth (Saving)	Details	Financed from
			forecast reduction in capital receipts available in year.	
<b>Interest Payable and Similar Charges</b>	3,156	50	Interest rate increases in year have increased interest payable on current and future borrowing estimates by a forecast £50k	N/A

4.15. The next table summarises the revised forecast for 2022/23 and the draft 2023/24 budget for the Housing Revenue Account. Further detail is shown in appendix B.

	2022/23 Original Budget	2022/23 Revised Forecast	Variance	2023/24 Draft Budget
	£000	£000	£000	£000
<b>Dwellings Rents</b>	(22,983)	(23,003)	(20)	(24,739)
<b>Non Dwelling rents</b>	(276)	(276)	0	(295)
<b>Interest &amp; Investment income</b>	(16)	(39)	(23)	(40)
<b>Charges for services and facilities</b>	(1,284)	(1,284)	0	(1,395)
<b>Total Income</b>	<b>(24,559)</b>	<b>(24,602)</b>	<b>(43)</b>	<b>(26,470)</b>
<b>Repairs &amp; Maintenance</b>	9,617	9,407	(210)	9,674
<b>Supervision and Management (Direct Employee)</b>	2,850	3,446	596	3,811
<b>Supervision and Management</b>	3,074	3,254	180	3,150
<b>Rents, Rates, Taxes and Other Charges</b>	330	379	49	458
<b>Depreciation</b>	3,848	3,848	0	3,927
<b>Capital Expenditure funded by the HRA</b>	3,031	6,072	3,041	4,344
<b>HRA Interest Payable</b>	2,846	2,896	50	3,156
<b>Provision for bad and doubtful debts</b>	150	150	0	150
<b>Employer's Pension Adjustment</b>	568	(201)	(769)	80
<b>Total Expenditure</b>	<b>26,314</b>	<b>29,252</b>	<b>2,937</b>	<b>28,751</b>
<b>Transfers (from)/to Earmarked Reserve</b>	(60)	(60)	0	0
<b>Capital Grants &amp; Contribution receivable</b>	(20)	(3,189)	(3,169)	(336)
<b>Net (surplus)/Deficit for the year</b>	<b>1,675</b>	<b>1,400</b>	<b>(275)</b>	<b>1,945</b>
<b>HRA Reserves Balance B/Fwd.</b>	<b>(9,412)</b>	<b>(9,412)</b>		<b>(8,007)</b>
<b>Deficit/(Surplus) in year</b>	<b>1,675</b>	<b>1,405</b>		<b>1,945</b>
<b>HRA Reserves Balance C/Fwd.</b>	<b>(7,737)</b>	<b>(8,007)</b>		<b>(6,062)</b>

## 5. Housing Major Works Capital Programme (HMWCP) 2023/24 to 2027/28

5.1. This section of the report sets out the new housing capital investment requests for the five-year period covering 2023/24 to 2027/28.

5.2. The HMWCP is subject to ongoing review and continues to take into account: -

- the priorities and objectives which have been derived from our understanding of the investment need of the housing stock
- the changing demands on the service
- the recently implement changes in legislation and regulation
- the anticipated changes in legislation and regulation
- opportunities to innovate the service through digitalization and new methods of working
- opportunities available through external funding streams and options for procurement and delivery of our investment plans.

5.3. Over the coming months, there are a number of ongoing projects which will influence and impact on the HRA Capital Programme

- Development of Housing Investment Plan setting out the HRA Capital Investment Priorities for the next 5 years
- Stock Condition Surveys across the Council housing stock
- Review of the Sheltered Housing Assets and required investment to deliver a modern, fit for purpose accommodation
- Clearing the backlog of Compliance Works in particular Fire Safety works
- Sustainable Warmth project with the associated funding streams
- Understanding the costs of the Middlegate Regeneration scheme
- Efficiencies and savings resulting from the GYN business plan.

5.4. As the above work is completed the capital programme will be reviewed and updated accordingly and a revised programme presented to Members for approval as part of the budget monitoring process.

5.5. All of the above projects are ongoing and will have a significant impact on the Housing HRA Capital Programme and the HRA Revenue Budget. At the time of writing this report, it is still not clear what the cost of each will be, but this will become clearer over the next 12 months and the Capital Programme and/or revenue budget will be revised accordingly.

5.6. The HRA is still part of a retention agreement, meaning the HRA could, under the original regulations, retain receipts to support up to 30% of the cost of replacement homes if

incurred in a 3-year period. Any receipts not spent in this period where required to be paid to Central Government.

- 5.7. With effect from 1 April 2021, the regulations around the use of Retained Right to Buy receipts have changed, allowing 1-4-1 receipts to be used to fund 40% of the cost of building/acquiring new Council homes. The time restrictions of which receipts must be spent has also been revised. Receipts are now required to be spent within five years from the sale of the dwelling, not three years.
- 5.8. The HRA proposes to increase the availability of affordable housing with a combination of direct new build, grant contributions to Housing Association developments and purchasing the appropriate empty and suitable homes on the open market, to maintain the level of spending required to meet the retained receipt demand.
- 5.9. A total of 20 sales have predicted as part of the 2023/24 budget, in line with prior year totals.
- 5.10. An additional Affordable housing provision has been provided using revenue funding totaling £1.5 million, which was released in 2021/22 and the following three financial years. Additional funds have been made available following the reduction of spend on revenue day to day repairs and because of reductions in demand. This funding will support prudential borrowing to provide an increased capital programme for the delivery of additional homes in the HRA. Over the period to 2025/6, this has been increased by £500k to fund the current expected pipeline of affordable housing deliver. The HRA is continuing to borrow specifically for the Affordable Housing Programme and the new Council Home Programme, so the HRA reserves balances can be used on investment on the current stock.

**5.11. Revised 2022/23 forecast position for HRA Major works Capital Programme**

5.12. The following table summarises the in-year 2022/23 virements within the capital budget.

	<b>2022/23 Revised Budget</b>	<b>Variance to original budget</b>	<b>Reason</b>	<b>Financed from</b>
	<b>£000</b>	<b>£000</b>		
<b>Boiler upgrade programme</b>	973	(200)	Heating budgets have been reduced by £200k. This budget is forecast to be used to cover overspends in year within the capital programme.	n/a
<b>Estate Improvements</b>	20	(71)	Savings in year to support Capital Improvements works	n/a
<b>Decarb/Energy Efficiency</b>	3,446	2,654	Expenditure relating to grant & Non grant external wall installation funded works included in budget.	Grant funding and

	<b>2022/23 Revised Budget</b>	<b>Variance to original budget</b>	<b>Reason</b>	<b>Financed from</b>
				HRA Revenue
<b>Capital Improvements works</b>	3,096	300	Increase in new kitchens and concrete structural works identified in year.	Savings in year and HRA Revenue
<b>Specific Planned Projects</b>	50	(250)	Stock condition Survey delayed due to tender process, starting March 2023 and continuing into 2023/24. Budget to be carried forward.	n/a
<b>Voids</b>	2,289	360	Increase to long term voids budget in year.	Savings in year and HRA Revenue
<b>Improvement windows &amp; doors</b>	222	(233)	Carry forward into 23/24 decent homes programme.	n/a
<b>Planned Maintenance</b>	387	127	Additional works to replace key safes within Housing. Programme continuation from works started in 2020/21.	Savings in year and HRA Revenue
<b>Additional Housing</b>	0	(500)	Cfwd budget to 2023/24 in line with planned spend	n/a

### 5.13. Proposed growth/savings in HRA Capital Programme 2023/24

5.14. The following table summarises the more significant movements compared to the previous business plan as approved in February 2022.

	<b>2023/24 Revised Budgets</b>	<b>2023/24 Growth/ (Saving)</b>	<b>Details</b>	<b>Financed from</b>
	<b>£000</b>	<b>£000</b>		
<b>Boiler upgrade programme</b>	120	(1,053)	Budgets moved to Decent home yearly programme of works. Remaining budget to cover adhoc boiler replacements.	n/a
<b>Decent home yearly programme</b>	3,900	3,900	Budgets moved from other programmes such as estate improvements, Boiler & heating and capital programme works to new	HRA Revenue

	2023/24 Revised Budgets	2023/24 Growth/ (Saving)	Details	Financed from
			programme of decent home capital works.	
<b>Fire door installation programme</b>	453	453	New budget in year.	HRA Revenue
<b>Capital Improvements works</b>	1,000	(2,248)	Budgets moved to Decent home yearly programme. Budget includes general property improvements.	n/a
<b>Specific Planned Projects</b>	250	250	Carried forward budget from 2022/23 to complete the stock condition survey.	HRA Revenue
<b>Voids</b>	1,341	318	Increase to costs and estimate of works in year.	HRA Revenue
<b>Improvement windows &amp; doors</b>	0	(455)	Budgets moved to Decent home yearly programme.	n/a
<b>Additional Housing</b>	1,485	985	Carried forward budget from 2022/23.	Borrowing

5.15. The table below summarises the revised forecast for 2022/23 along with the draft 2023/24 Capital programme for the Housing Revenue Account. Further detail is shown in Appendix C.

HRA Capital programme	Original Budget 2022/23	Revised Forecast 2022/23	Variance	Revised Draft Budget 2023/24
<b>Expenditure:</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
Boiler upgrade programme	1,173	973	(200)	120
Decent home yearly programme	0	0	0	3,900
Fire door installation programme	0	0	0	453
Decarb/Energy Efficiency	792	3,446	2,654	792
Capital Improvements Works	2,796	3,096	300	1,000
Specific planned projects	300	50	(250)	250
Voids (capital works)	1,929	2,289	360	1,341
Improvement windows & doors	455	222	(233)	0
Planned Maintenance (major adaptations)	259	387	127	225
New Affordable Housing - Right to Buy receipts	600	3,571	2,125	1,000
New Affordable Housing – Additional Non-1-4-1 Provision	500	0	(500)	1,485
<b>Total Expenditure</b>	<b>8,896</b>	<b>14,617</b>	<b>5,722</b>	<b>10,566</b>
<b>Financing:</b>				



<b>HRA Capital programme</b>	<b>Original Budget 2022/23</b>	<b>Revised Forecast 2022/23</b>	<b>Variance</b>	<b>Revised Draft Budget 2023/24</b>
Borrowing	1,100	1,769		1,850
Capital Receipts	896	896		526
Revenue	3,031	5,158		3,926
Depreciation	3,849	3,849		3,927
Leasehold & Capital Grant Contribution	20	3,164		336
<b>Total Financing</b>	<b>8,896</b>	<b>14,617</b>		<b>10,566</b>

## **6. Other implications to the Housing Revenue Account**

- 6.1. Since the introduction of self-financing in 2012, the 30-year HRA business plan has continued to be challenged by a number of changes.
- 6.2. In response to these changes the Council has, in the short term, previously kept the HRA reserves levels high in order to mitigate this loss of revenue. The Council still needs to prepare for further reductions in resources available to manage, maintain, improve and add to its housing stock and manage the implications from the stock condition survey.
- 6.3. The HRA is continually reviewed to ensure the budgets accurately reflect service demands and to challenge where savings could be achieved. The capital programme, which is funded in large part by contributions from revenue, is monitored regularly during the year and has been reviewed in detail to inform the 2023/24 budget reflecting the outcomes of the 2017/18 stock condition survey. The overall capital programmes in prior years have significantly increased, due to additional works needed, careful consideration has been taken to the deliver these works and to manage the financial impact.

## **7. Financial Implications**

- 7.1. The detail within the report highlights the significant variances for the current year to date, including a full year impact to the HRA revenue and Capital budgets for future years.
- 7.2. The income and expenditure will continue to be monitored in detail during the current year, including the ongoing impacts of the Covid-19 pandemic, including additional reviews of the HRA 30-year business plan.
- 7.3. The HRA is dependent mainly on the rental income stream of the social housing rents, and the Council have a dedicated team monitoring tenant arrears on a regular basis and supporting tenants to pay their rent and other charges.
- 7.4. The removal of the previous debt cap has allowed the Council to increase the amount it can borrow on a prudential basis, to extend the affordable housing programme beyond the requirements of spending retained Right to Buy receipts as set out in the report. Commitments, value for money and spend will be closely monitored and subject to regular budget monitoring and reporting.

## **8. Risk Implications**

- 8.1. It is recognised that since the results of the 2017/18 stock condition survey, a significantly increased Major Works Capital programme has been maintained. This is due to changes In legislative requirements requiring the Council meet’s its statutory and regulatory requirement to ensure residents safety in their homes and to ensure that Council homes meet both the fitness standard and the Decent Homes Standard.
- 8.2. Where service delivery plans have changed, the budget setting process must reflect the subsequent impact on resources and also recognise known risks for the HRA and ensure there are adequate balances in place to these as they materialise.
- 8.3. Further review of the detail of the HRA budget for both capital and revenue spend will be carried out, in preparation for the longer-term investment requirements in the stock, new affordable housing programme and to inform future budget setting decisions to identify efficiencies within the program of works.
- 8.4. There continues to be an ongoing risk to the HRA of non-collection of tenant rental arrears and maintaining budgeted collection rates. This continues to be monitored and managed.

**9. Background Papers**

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

<b>Area for consideration</b>	<b>Comment</b>
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	
Existing Council Policies:	
Financial Implications (including VAT and tax):	
Legal Implications (including human rights):	
Risk Implications:	
Equality Issues/EQIA assessment:	
Crime & Disorder:	
Every Child Matters:	

## Appendix A – Fees and charge proposals 2023/24

2023/24 Rent increase and Service Charges (Exclusive of VAT where applicable)	2022/23	2023/24	2023/24	VAT Chargeable
	Average Charge 50 Wks	Average Charge 50 Wks	Increase/ decrease per wk	
Tenant Rent	£97.90	£104.75	£6.85	
Garages Basic - Tenants	£12.13	£12.98	£0.85	Y
Garages Premium - Tenants plus Town Centre Surcharge	£16.18	£17.32	£1.13	Y
Caretaking charge - Basic	£1.11	£1.19	£0.08	
Caretaking charge - Enhanced	£1.11	£1.19	£0.08	
Maintenance of Aged Persons gardens				
Up to 30 minutes maintenance	£4.46	£4.46	£0.00	Y
Over 30 minutes maintenance	£7.13	£7.13	£0.00	Y
Communal Heating	£5.73	£6.13	£0.40	
Communal Water	£5.01	£5.37	£0.35	
Digital Communal TV Aerials	£0.97	£1.04	£0.07	
Sewerage charge	£7.65	£8.18	£0.54	

2023/24 Sheltered Housing Support Charges	2022/23 Average charge 50 wk	2023/24 Average Charge 50 wk
Standard tenancies plus Alarm Charge	9.47	10.15

2023/24 Yare Care Charges	Weekly Charge	
	2022/23 Inc VAT	2023/24 Inc VAT
<i>52 Week Calculation for Private users</i>		
Private - Rental + Monitoring	£4.06	£4.06
Private - Monitoring	£1.87	£1.87
<i>50 week calculation for Community Housing Tenants</i>		
Council - Rental + Monitoring	£4.22	£4.22
Council - Monitoring	£1.93	£1.93

2023/24 Yarecare Installation Charge	2022/23	2023/24	2023/24
	Average Charge Inc VAT	Average Charge Inc VAT	% Average Increase
Yarecare Installation Charge			
Charge within Borough	£57.57	£57.57	£0.00
Charge outside of Borough	£65.47	£65.47	£0.00
Community Alarm Set-up & Postage Fee	£54.00	£54.00	£0.00

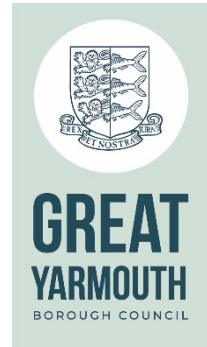
## Appendix B – Revenue Income and Expenditure 2022/23 – 2027/28

	Original HRA Budget 2022/23	Forecast Budget 2022/23	HRA Budget 2223/24	HRA Budget 2224/25	HRA Budget 2025/26	HRA Budget 2026/27	HRA Budget 2027/28
Dwelling Rents	(£22,983,353)	(£23,002,871)	(£24,738,951)	(£26,787,328)	(£27,104,821)	(£27,960,923)	(£28,815,519)
Non Dwelling Rents	(£276,173)	(£276,173)	(£295,498)	(£307,314)	(£319,603)	(£332,383)	(£345,674)
Charges for Services and Facilities	(£1,283,763)	(£1,283,763)	(£1,395,078)	(£1,440,960)	(£1,503,378)	(£1,569,272)	(£1,638,863)
Interest and Investment Income	(£15,852)	(£39,680)	(£40,000)	(£40,000)	(£40,000)	(£40,000)	(£40,000)
<b>Total Income</b>	<b>(£24,559,141)</b>	<b>(£24,602,487)</b>	<b>(£26,469,527)</b>	<b>(£28,575,602)</b>	<b>(£28,967,802)</b>	<b>(£29,902,578)</b>	<b>(£30,840,056)</b>
Capital Expenditure funded by Revenue (Including grants)	£3,031,056	£6,072,063	£4,343,981	£4,076,799	£3,776,574	£2,865,945	£2,798,473
Depreciation and Impairment of Fixed Assets: Dwellings	£3,674,163	£3,674,163	£3,747,646	£3,822,599	£3,899,051	£3,977,032	£4,056,573
Depreciation and Impairment of Fixed Assets: Non - Dwellings	£174,491	£174,491	£179,415	£184,488	£189,712	£195,093	£200,635
Interest Payable and Similar Charges	£2,845,815	£2,895,816	£3,156,251	£3,206,251	£3,256,251	£3,306,251	£3,356,251
Provision for bad and doubtful debts	£150,000	£150,000	£150,000	£150,000	£150,000	£150,000	£150,000
Rents, Rates, Taxes and Other Charges	£330,049	£378,873	£457,501	£471,549	£485,236	£499,283	£513,747
Repairs & Maintenance Planned Cyclical	£840,295	£846,500	£1,568,259	£1,630,989	£1,696,229	£1,764,078	£1,834,641
Repairs & Maintenance Compliance	£1,519,704	£2,103,504	£2,282,009	£2,369,424	£2,460,750	£2,555,626	£2,654,190
Repairs & Maintenance RR & voids	£6,092,524	£5,181,871	£5,324,595	£5,509,736	£5,701,447	£5,899,966	£6,105,539
Repairs & Maintenance Efficiency Savings GYN	£0	£0	(£750,000)	(£772,500)	(£795,675)	(£819,545)	(£844,132)
Repairs & Maintenance Other	£1,164,128	£1,275,127	£1,248,529	£1,289,274	£1,331,494	£1,375,241	£1,420,573
Supervision and Management	£3,074,022	£3,253,850	£3,150,053	£3,336,324	£3,516,782	£3,704,059	£3,908,563
Supervision and Management (Staff Pay)	£2,850,249	£3,445,801	£3,811,417	£3,970,016	£4,123,510	£4,268,656	£4,412,768
<b>Total Expenditure</b>	<b>£25,746,497</b>	<b>£29,452,059</b>	<b>£28,669,657</b>	<b>£29,244,948</b>	<b>£29,791,360</b>	<b>£29,741,683</b>	<b>£30,567,822</b>
HRA Earmarked reserves	(£60,000)	(£60,000)	£0	£0	£0	£0	£0
Impairment of Fixed Assets	£0	£0	£0	£0	£0	£0	£0
(Gain) / Loss on Sale of HRA non-current Assets	£0	£0	£0	£0	£0	£0	£0
Capital Grants & Contributions receivable	(£20,000)	(£3,189,000)	(£336,000)	(£20,000)	(£20,000)	(£20,000)	(£20,000)
Revenue Grants & Contributions receivable	£0	£0	£0	£0	£0	£0	£0
Employer's Contributions Payable to or from Norfolk County.	£703,975	£703,975	£703,975	£703,975	£703,975	£703,975	£703,975
Net Charges made for Retirement Benefits in accordance with IAS 19	(£642,681)	(£945,000)	(£642,681)	(£642,681)	(£642,681)	(£642,681)	(£642,681)
Pension Backfunding	£494,632	£40,632	£4,312	£494,632	(£34,914)	£494,632	(£77,278)
In Year Pension Adjustments	£12,266	£0	£15,266	£15,266	£15,266	£15,266	£15,266
<b>Below the line movements</b>	<b>£488,191</b>	<b>(£3,449,393)</b>	<b>(£255,129)</b>	<b>£551,191</b>	<b>£21,646</b>	<b>£551,191</b>	<b>(£20,718)</b>
<b>Grand Total</b>	<b>£1,675,547</b>	<b>£1,400,179</b>	<b>£1,945,001</b>	<b>£1,220,537</b>	<b>£845,204</b>	<b>£390,297</b>	<b>(£292,951)</b>

<b>Housing Revenue Account Reserves Summary</b>							
Brought Forward reserves from prior year (01 April)	(£9,412)	(£9,412)	(£8,012)	(£6,067)	(£4,846)	(£4,001)	(£3,611)
Reserves used in year	£1,676	£1,400	£1,945	£1,221	£845	£390	(£293)
Carried forward to next year (31 March)	(£7,736)	(£8,012)	(£6,067)	(£4,846)	(£4,001)	(£3,611)	(£3,904)

**Appendix C – HRA Major Works Capital Programme 2022/23 – 2027/28**

HRA Capital Programme	2223 Original budget	2223 Forecast Budget	Revised 2023/24 Budget	2024/25 Budget	2025/26 Budget	2026/27 Budget	2027/28 Budget
<b>CAPITAL ASSETS PROGRAMME</b>							
Boiler Service and Maintenance	£ 1,173,000	£ 973,500	£ 120,000	£ 123,600	£ 127,308	£ 131,127	£ 135,061
Decent Home Yearly Programme	£ -	£ -	£ 3,900,000	£ 4,000,000	£ 4,000,000	£ 3,500,000	£ 3,500,000
Fire Door Installation Programme	£ -	£ -	£ 453,000	£ 460,000	£ 470,000	£ 400,000	£ 400,000
Estate Improvements	£ 91,000	£ 20,000	£ -	£ -	£ -	£ -	£ -
Decarb / Energy Efficiency	£ 791,700	£ 3,445,865	£ 791,700	£ 800,000	£ 800,000	£ 800,000	£ 800,000
Capital Improvements Works	£ 2,796,200	£ 3,096,200	£ 1,000,000	£ 1,030,000	£ 1,060,900	£ 1,092,727	£ 1,125,509
Specific Planned Projects	£ 300,000	£ 50,000	£ 250,000	£ 257,500	£ -	£ -	£ -
Voids (Capital works)	£ 1,929,042	£ 2,289,042	£ 1,341,000	£ 1,362,850	£ 1,381,236	£ 1,113,082	£ 1,119,474
Energy & Efficiency Improvements	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Improvement windows & doors	£ 455,000	£ 222,000	£ -	£ -	£ -	£ -	£ -
Planned Maintenance	£ 259,500	£ 386,500	£ 225,000	£ 229,500	£ 234,135	£ 238,909	£ 243,826
<b>AFFORDABLE HOUSING PROGRAMME</b>							
Additional Housing	£ 500,000	£ -	£ 1,485,000	£ 250,000	£ 250,000	£ -	£ -
New Affordable Housing	£ 600,000	£ 2,725,000	£ 1,000,000	£ 1,000,000	£ 1,000,000	£ 1,000,000	£ 1,000,000
<b>OTHER HRA CAPITAL PROGRAMMES</b>							
Non Dwelling	£ -	£ 846,000	£ -	£ -	£ -	£ -	£ -
Housing Transformation Budget	£ -	£ 563,000	£ -	£ -	£ -	£ -	£ -
Capital Programme Total	£ 8,895,442	£ 14,617,107	£ 10,565,700	£ 9,513,450	£ 9,323,579	£ 8,275,845	£ 8,323,870



**Subject:** Tenant Insight update

**Report to:** Housing and Neighbourhoods Committee 26<sup>th</sup> January 2023

**Report by:** Justin Gibbs (Tenancy Services Manager); Russell Heath (Resident Engagement Officer)

#### **SUBJECT MATTER/RECOMMENDATIONS**

This paper provides an overview of the insight surveys Housing Services has undertaken for the period 1 April 2022 to 30 September 2022 (Quarter 1 & 2).

#### **RECOMMENDATIONS**

**That Committee:**

1. Note the report.

## **1.0 Introduction**

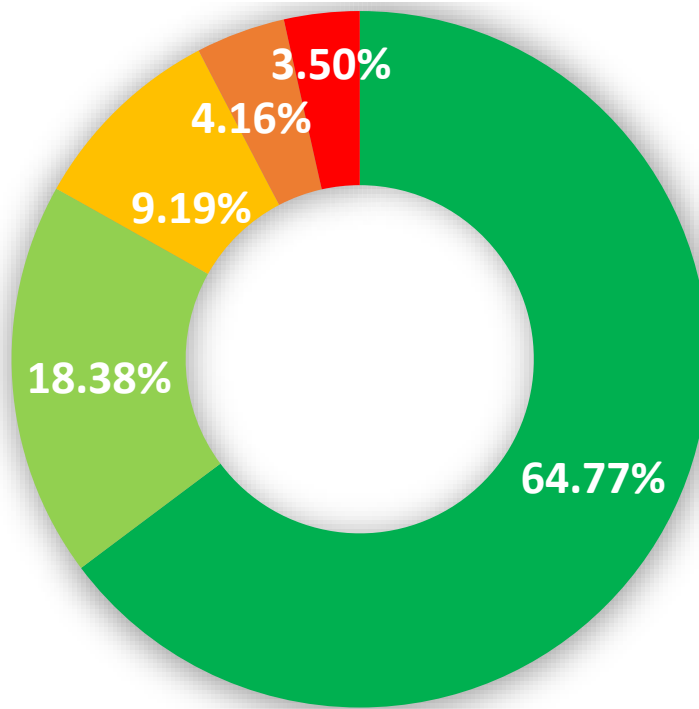
1.1 This report provides a 6-month update and overview of transactional satisfaction surveys undertaken and feedback on services delivered.

## **2.0 Satisfaction Summary**

2.1 The following transactional surveys are undertaken to understand the level of tenant/leaseholder satisfaction with various aspects of the Housing Service undertaken throughout the year:

- Anti-Social Behaviour (ASB)
- New Home (quality of home and sign-up process)
- Tenancy Support
- Tenancy Review Visits
- Caretaking and Gardening

2.2 Overall, 460 surveys were received in quarter 1 & 2 of 2022/23. Satisfaction on 30<sup>th</sup> September 2022 across all surveys was 83.15% (2021/22 - 85.80%).



■ Very Satisfied 
 ■ Satisfied 
 ■ Neither 
 ■ Dissatisfied 
 ■ Very Dissatisfied

The table below outlines the response rate and satisfaction figures reflecting the percentage of tenants who rated the service good or very good.

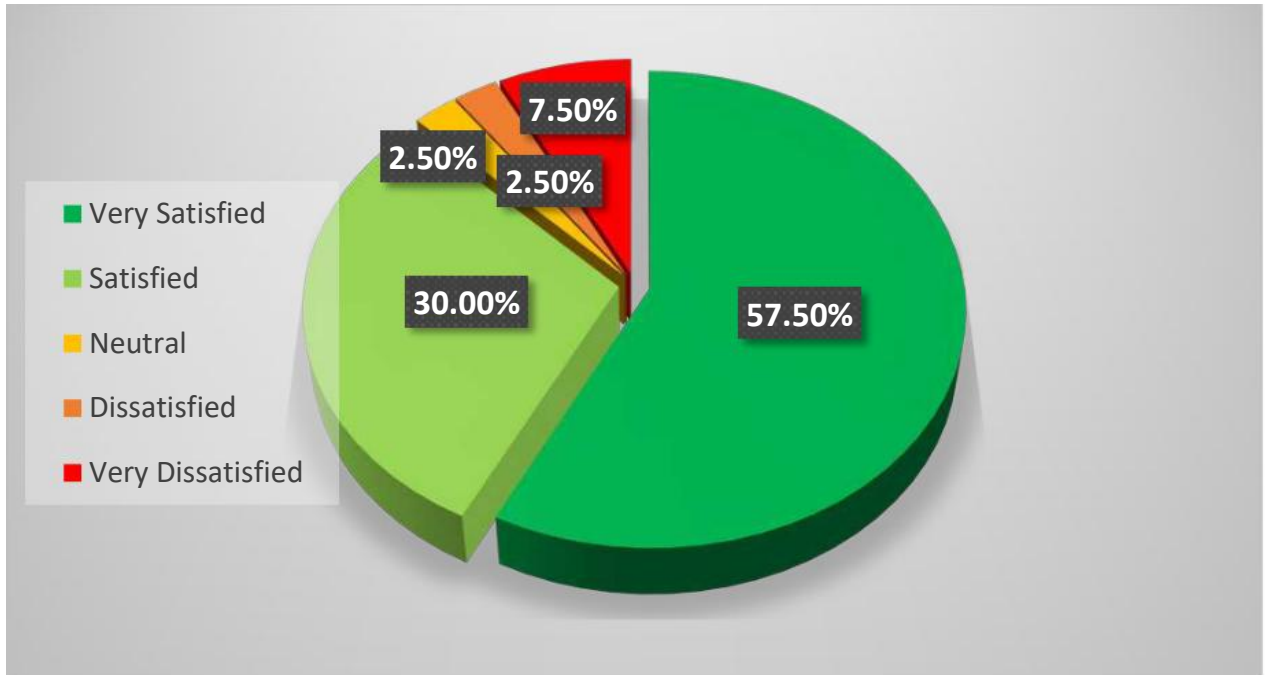
Survey	Total	Response Rate	Satisfaction	Satisfaction (21/22)	Target
ASB	40	15.04%	87.50%	80.49%	75%
New Home	51	31.88%	94.12%	92.31%	80%
Tenancy Support	11	10.28%	90.91%	94.44%	Monitor
Tenancy Review Visits	104	14.59%	97.12%	100%	80%
Caretaking & Gardening	254	23.22%	74.10%	70.27%	70%

2.3 The overall response rate across all surveys was 20% (2021/22 - 12%) and has been assisted by introducing an annual prize draw for all tenants/leaseholders submitting a survey this year. A good response rate is between 10% and 30% dependent upon the method of surveying. Ideally, aiming to achieve 20% or more provides greater assurance that responses are representative. Subject matter can be a significant determining factor of participation levels achieved.

### 3.0 Spotlight on Anti-social behaviour survey

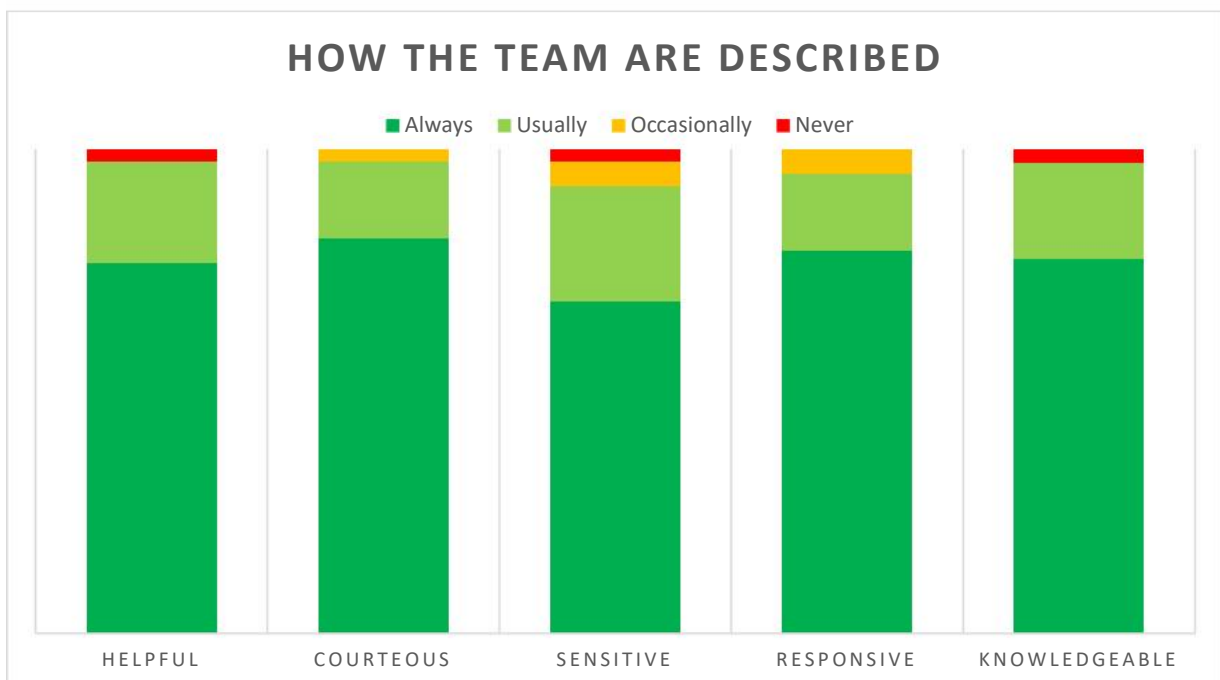
3.1 Anti-social behaviour survey summary outcomes are as follows:

- 87.50% of respondents were satisfied with the way their ASB case was handled



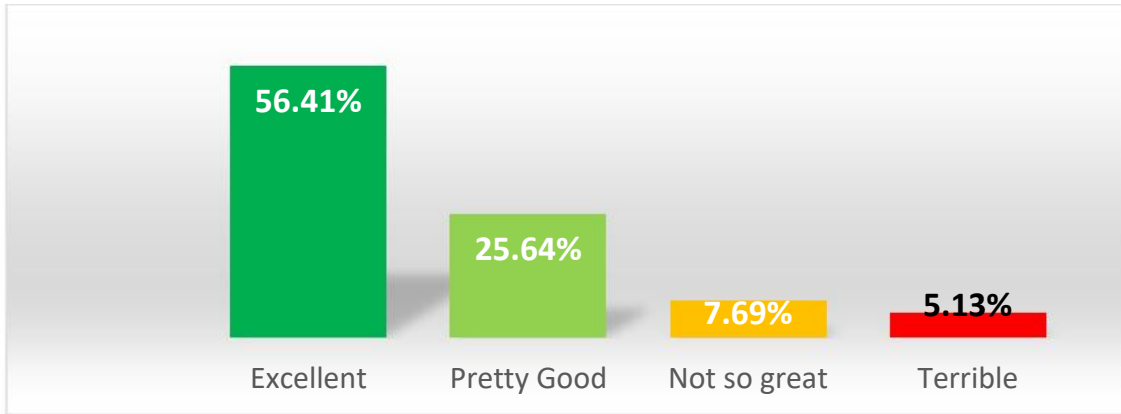
- 85% found it easy to make a report to us about anti-social behaviour
- 90% were satisfied with the support the Tenancy Services Team provided
- 87.18% were satisfied with the way they were kept up to date with what was happening throughout their case

3.2 We asked tenants how they would describe the team dealing with their case. Overall, we are viewed as courteous and helpful.



3.3 Overall, 82.05% rated the outcome of their case as excellent or pretty good.



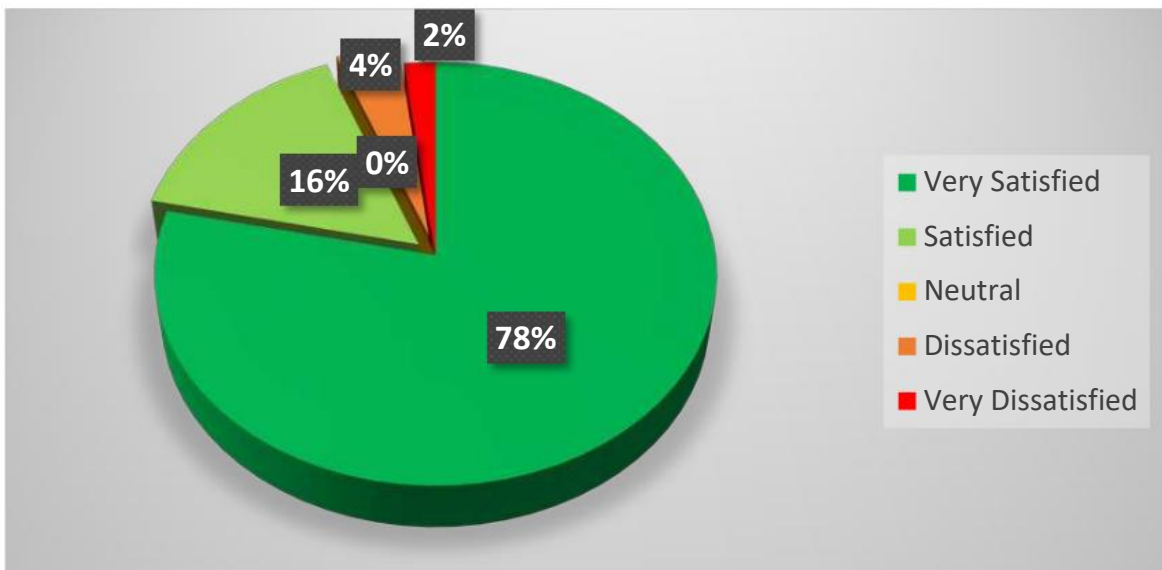


3.4 We have learnt there is high satisfaction with the service delivered and more tenants wanted to engage in our Area Voice approach and work with Housing Officers to manage future concerns. This approach is now integrated into case management principles delivered by the Housing Officer Team.

#### 4.0 Spotlight on the New Home Survey

4.1 New Home Survey summary outcomes are as follows:

- A total of 51 surveys were received with a response rate of 32%
- Overall satisfaction with experience of starting a tenancy with the Council was 94% (2021/22 – 92%)



4.2 There was improvement across all areas when asking about the experience of moving in from Housing Options, viewing and signing up for the keys compared to 2021/22.

4.3 There has been a decrease in the level of happiness with the standard of different parts of the home when moving in driven by the condition of kitchen units and bathroom suites. Respondents have indicated an improvement in the internal décor of their new home.

4.4 We asked tenants about their experience of moving in with outcomes as follows:

- Arrangements & viewing of your home – 98% (2021/22 - 89.52%)
- Sign-up process & receiving your keys – 88% (2021/22 - 84.47%)
- Information you received throughout – 90% (2021/22 - 82.52%)
- Allocation process overall with Housing Options – 88% (2021/22 - 83.33%)
- 80% of tenants rated their first impression of what would be their new home as good or great (2021/22 - 79.05%)

4.5 A series of questions are asked about the standard of their new home. Overall, 80.43% (2021/22 - 79.17%) of respondents were satisfied with the standard of their home when they moved in. We also ask a series of questions about different aspects of the new home linked to the void standard.

Question	% Happy Apr-Oct 22	% Happy (2021/22)
Overall condition of the property	80.43%	79.17%
Cleanliness within the property	80.39%	79.05%
Property free of rubbish	89.58%	90.10%
The doors and windows were secure	85.71%	87.25%
Condition of kitchen units	73.47%	85.29%
Condition of bathroom suite	76.60%	81.63%
Condition of internal décor (if you have not been given a decoration pack)	74.36%	72.63%

4.6 The location of a property can make a difference to how someone views their home and how well they settle in. We ask new tenants how happy they are with the location of their home. 77.59% were happy compared to 84.76% in 2021/22. The implementation of the new Allocation Policy from April 2023 providing improved choice of areas is likely to support increased satisfaction.

4.7 As part of the void standard, some homes are provided with a decoration voucher where the current internal décor requires updating. 35 respondents advised they received a decoration pack and of these 92.68% were happy with the quality of the pack.

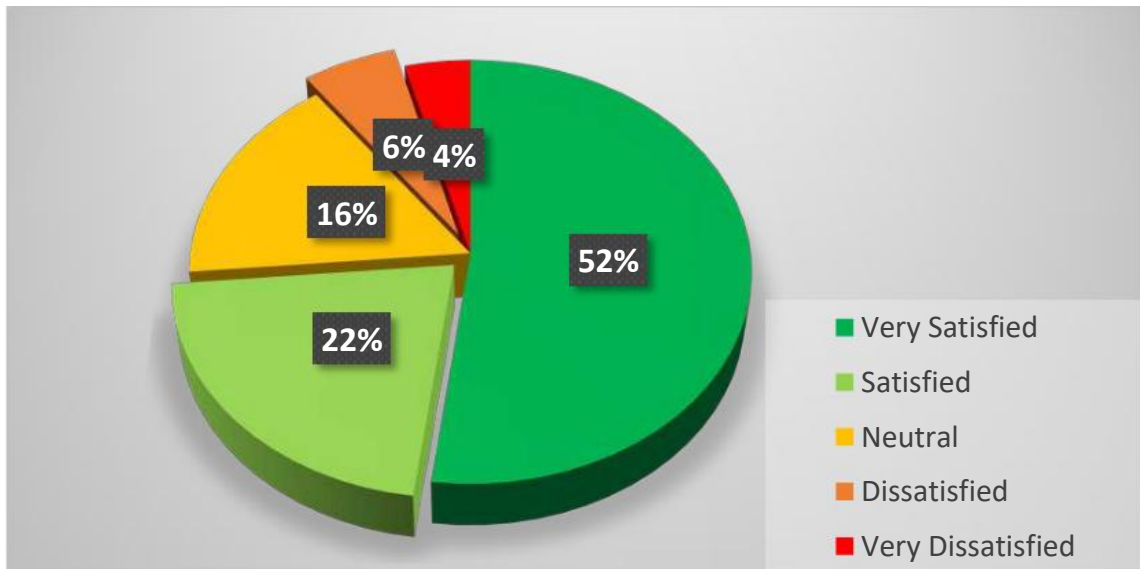
4.8 The survey provides an insight into the experience of tenants across the whole process and enables the team to change or fine tune different aspects. As a result of the feedback and comments received the following changes have been made:

- Made it clearer at void inspection to review the guttering and address any defects
- Hot water is now checked via a test by contractor before gas is capped to make sure fully operational at that point and reduce any potential problems at uncapping
- Kitchen replacements are now delivered with the new tenant in situ to account for preferences, choices and usage rather than during the void period

4.9 Feedback from surveys received will also be used to inform the review of the Voids Policy and lettings standard to ensure our homes provide a quality home for new tenants.

## 5. Spotlight on the Caretaking and Gardening Survey

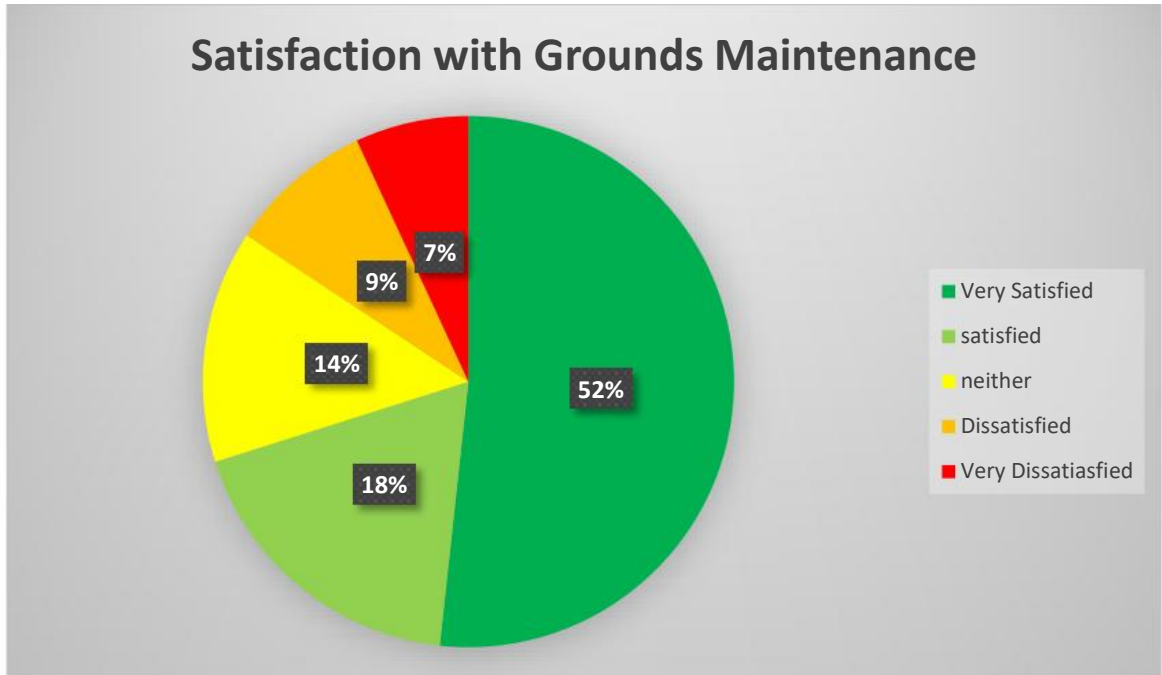
5.1 The outcome of how satisfied tenants/leaseholders are with how we keep communal areas clean, safe and well maintained is as follows:



5.2 Each month different streets and schemes are surveyed to understand tenant experience and perception of the services. The number of responses varies as some streets or schemes may only receive only caretaking, gardening or both.

5.3 The survey was simplified from April to reduce the number of questions and link to the standard questions asked by Housemark. The survey received 254 responses for the 6 months at a response rate of 23% with satisfaction with grounds maintenance overall at 69.83%.

## Satisfaction with Grounds Maintenance



5.4 Satisfaction with Caretaking (internal and external cleansing) was:

Area	Q1	Q2	Overall	2021/22
Internal cleaning	67.72%	65.66%	66.81%	71.19%
External cleansing	65.87%	68.87%	67.24%	68.25%

5.5 This survey was piloted in 2021/22 with a relatively small sample number. A significant larger number of surveys have been undertaken in the first two quarters of 2022 and we have commenced a review of the data to identify trends for dissatisfaction. The initial review appears to indicate satisfaction has been impacted by the maintenance condition of communal areas. This is an area not delivered by the Caretaking Team. To develop a wider understanding of the reasons a full analysis is being undertaken and further details will be reported in the next update. As part of the survey we ask how satisfied tenants are overall that we keep communal areas clean, safe and well maintained. 73.61% were satisfied (70.27% in 2021/22). We also ask about the use of the Love Clean Streets App where tenants can report issues in communal areas. From the 254 tenants that completed this question, 28 advised that they use the app (11.48%). This is slightly down on last year. Over the past 6 months the teams have been promoting the use of the app including an article in the News and Views Spring/Summer edition.

5.6 Quarterly reviews of the feedback provided is undertaken and any improvements resulting from feedback are introduced and include the following in addition to new service requests received being actioned:

- Comments received about the poor condition of communal fittings including cyclical decoration, condition of bannisters, windows and screens have been included in the asset review of communal areas

- Additional quality assurance checks introduced where there are lower satisfaction scores to address concerns

## **6.0 Spotlight on the Tenancy Support Survey**

6.1 This survey continues to receive low response numbers but positive examples on how the service helps and supports general needs tenants. Satisfaction with the service is currently 91%. The method of seeking views has changed to a telephone survey conducted inhouse. This has increased the response rate, doubling the number of responses in a single month.

## **7.0 Spotlight on the Tenancy Review Survey**

7.1 The survey was introduced to understand the experience of tenants when we conduct a Tenancy Review visit with a focus on the wellbeing of tenants/leaseholders and their home. A total of 104 surveys were completed with a satisfaction level of 97.12%.

## **8.0 Future surveys**

8.1 Over the next two quarters, two further surveys will be introduced:

- Income Team – understand the approach to visits and support provided by the Income Team
- Asset Team – understand the satisfaction of capital works including kitchen and bathroom upgrades, windows, doors, and new heating systems.

8.2 The STAR survey is being conducted between December 2022 and March 2023. This is a perception survey that provides an insight into what tenants experience. The purpose for carrying out a STAR survey at the Council is to:

- Gain an understanding of tenant views against the new Tenant Satisfaction Measurers
- Understand current perception following the period of Covid impacting service delivery and recent compliance / regulatory issues
- Support the yearly action plan to understand key focus areas and define future engagement and communications

## **9.0 Financial Implications**

9.1 There are no financial implications in relation to this report.

## **10.0 Risk Implications**

10.1 The Council remains focused on providing a good quality and accessible service to tenants and ensuring it is compliant with the regulatory requirements for social housing.

## **11.0 Conclusions**

11.1 The report provides an overview of the insight provided by tenants/leaseholders in response to services the Housing Services Team provides.

## 12 Background Papers

### 12.1 Council Housing Compliance and Performance report – 15 July 2021, Housing and Neighbourhoods Committee

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

<b>Area for consideration</b>	<b>Comment</b>
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Tenancy Policy, Housing Allocations Scheme, Void Policy, Social Housing Tenancy Fraud Policy, Rechargeable Repairs Policy
Financial Implications (including VAT and tax):	None associated with the report.
Legal Implications (including human rights):	No legal implications associated with the report.
Risk Implications:	Set out in the report.
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None



**Subject:** Tenant/Leaseholder Engagement update

**Report to:** Housing and Neighbourhoods Committee 26<sup>th</sup> January 2023

**Report by:** Justin Gibbs (Tenancy Services Manager); Russell Heath (Resident Engagement Officer)

#### **SUBJECT MATTER/RECOMMENDATIONS**

This paper provides an update on tenant/leaseholder engagement and progress towards delivering the Tenant/Leaseholder Engagement Strategy.

#### **RECOMMENDATIONS**

**That Committee:**

1. Note the report.

### **1.0 Introduction**

- 1.1 This report provides an update on the tenant/leaseholder engagement strategy to support the work we deliver managing homes and communal areas for tenants and leaseholders.

### **2.0 Tenant/Leaseholder Engagement Update**

- 2.1 The Tenant/Leaseholder Engagement Strategy and associated action plan was adopted by Housing and Neighbourhood Committee in November 2021. Good progress is being made on delivering targeted areas across the four objectives set with all due to be completed by 31<sup>st</sup> March 2023.

### **3.0 Objective 1 – Increasing the Number of Conversations**

- 3.1 Work is continuing with the Tenancy Services Team across service areas to increase the number of tenants/leaseholders who are engaged where they live. The main promotion routes are through visits to homes/communal areas and from insight survey feedback. A total of 36 new tenants/leaseholders have volunteered to be

involved in the first two

quarters (Apr-Sept) of 2022. Overall we have 326 Area Voices engaged with the Council.

- 3.2 This recruitment has been supported through tenant/leaseholder engagement events including one held in Bradwell earlier this year. The event explained the opportunities on offer when becoming an Area Voice and included support on how to use the Love Clean Streets (LCS) App to report service issues. The LCS App provides the quickest route to achieve service issue resolution.
- 3.3 We also participated in Anti-Social Behaviour week working with partners and meeting tenants/leaseholders across the borough to listen to their concerns; develop resolutions and invite them to work with us in future to support local communities.
- 3.4 Estate Newsletters have been introduced to provide feedback on key issues and local improvements that have been raised by tenants/leaseholders. These have been well received and are supporting improved communication with officers at an earlier stage to achieve issue resolution before there could be a significant impact on local communities.

#### **4.0 Objective 2 – Expanding Opportunities**

- 4.1 Opportunities continue to be promoted and tenants/leaseholders are invited to participate in different ways. This includes small community consultations through a ‘Let’s Talk’ approach where we discuss local issues and walkaround communal spaces to seek views/develop improvements for local communities. We have undertaken 28 of these approaches in the first two quarters of this year compared to 17 for the whole year in 2021/22.
- 4.2 Examples of ‘Let’s Talk’ engagement included:
  - Grenville Place & Beatty Close – Addressing community issues and ASB
  - Fran Stone Court – Intergeneration engagement with tenants and the local school
  - The Lea – Parking concerns
  - Blackfriars – Surgeries with police
  - Bells Marsh Road – Parking and enviro crime
  - Beccles Road – Communal spaces
- 4.3 Recent consultations have also included reviewing the Estate Services Toolkit and the information provided to reduce enviro crime, supporting improvements to communal areas.

#### **5.0 Objective 3 – Develop and Use Insight**

- 5.1 Participation with insight surveys is increasing with 460 completed in the first two quarters of 2022/23 compared to 133 in the same period last year. This increased activity not only supports resolution of new service issues but provides increased opportunities to capture/action service improvement suggestions. All survey data received is regularly reviewed with our Operational Management Team to embed



improvements identified into service delivery . Full details of the survey outcomes and improvements made are reported separately to Committee.

- 5.2 The number of survey areas undertaken are being expanded shortly to include the Income and Asset Teams work areas later in the year.
- 5.3 The Housing Service is currently undertaking a STAR survey of to understand current perception of service delivery and benchmark against other providers. The outcome results are due to be presented to Committee towards the end of March 2023 and will subsequently be supported with an action plan developed to identify opportunities for improvement.

## **6.0 Objective 4 - Embedding the Engagement Approach**

- 6.1 Work has been undertaken to increase the content on the website to provide improved accessible information on services to support self-serve and information how we can assist tenants/leaseholders with their service requirements.
- 6.2 Induction chats have been introduced to promote tenant/leaseholder engagement for new staff members. Regular updates are provided to staff on engagement activities and opportunities to promote areas the team can work with tenants/leaseholders to deliver services.
- 6.3 Outcomes from Insight Surveys are regularly shared with colleagues and provide a well-balanced approach of appreciation for quality service delivery and areas where we could do better.

## **7.0 Future Activities**

- 7.1 There are number of engagement activities that are due to be delivered from January 2023 and these include:
  - Service Charge Review – Consulting with tenants and leaseholders on delivering a fairer and transparent charging system for gardening and caretaking.
  - Sheltered Housing Review – Follow up consultation with tenants focusing on communication, information and linking into the Asset Review
  - Estate Walkabouts and Area Focus Groups – Increase accountability and transparency about service deliver in local areas.

## **8.0 Area Voice Grant**

- 8.1 The team continues to work with tenants to identify small improvements we can make to areas of housing that meet the criteria of cleaner, greener and safer.
- 8.2 We have received 32 applications this year compared to 9 received for the same period last year with grants issued up to the sum of £250. 14 applications have resulted in an improvement to the neighbourhood or works being scheduled for delivery, with a further 15 pending decision outcome. Grants issued include support for adding lighting (including solar) to remove dark spaces; supporting

tenants/leaseholder led gardening; installing locks to communal gates and deterring anti-social behaviour with anti-climb paint.

## 9.0 Financial Implications

9.1 There are no financial implications in relation to this report.

## 10.0 Risk Implications

10.1 The Council remains focused on providing a good quality and accessible service to tenants and ensuring it is compliant with the regulatory requirements for social housing.

## 11.0 Conclusions

11.1 The report provides an overview of the insight provided by tenants/leaseholders in response to services the Housing Team provides in addition to an update of tenant/leaseholder engagement activities.

## 12.0 Background Papers

Council Housing Compliance and Performance report – 15 July 2021, Housing and Neighbourhoods Committee

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

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Legal Implications (including human rights):	No legal implications associated with the report.
Risk Implications:	Set out in the report.
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None