



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Housing and Neighbourhoods Committee

**Date: Wednesday, 21 March 2018**

**Time: 18:30**

**Venue: Supper Room**

**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.

- |   |   |                |
|---|---|----------------|
| <b>3</b>  | <b><u>MINUTES</u></b>   | <b>4 - 9</b>   |
| <p>To confirm the minutes of the meeting held on 18 January 2018.</p> |   |                |
| <b>4</b>  | <b><u>MATTERS ARISING</u></b>   |                |
| <p>To consider any matters arising from the above minutes.</p>        |   |                |
| <b>5</b>  | <b><u>FORWARD PLAN</u></b>  | <b>10 - 10</b> |
| <p>Forward Plan attached.</p>   |   |                |
| <b>6</b>  | <b><u>WELLESLEY RECREATION GROUND - FEASIBILITY STUDY PROPOSALS</u></b> | <b>11 - 19</b> |
| <p>Report attached.</p>   |   |                |
| <b>7</b>  | <b><u>RESPONSIVE REPAIRS</u></b>  | <b>20 - 28</b> |
| <p>Report attached.</p>   |   |                |
| <b>8</b>  | <b><u>LONG TERM EMPTY VOID PROPERTIES</u></b>                           | <b>29 - 51</b> |
| <p>Report attached.</p>   |   |                |
| <b>9</b>  | <b><u>COMMUNAL AERIAL BRIEFING NOTE</u></b>                             | <b>52 - 53</b> |
| <p>Report attached.</p>   |   |                |

- 10     LEASEHOLDER MANAGEMENT & SERVICE CHARGE  
ARREARS POLICY** **54 - 68**
- Report attached.
- 11     REVISED RENT INCOME AND ARREARS POLICY** **69 - 79**
- Report attached.
- 12     HRA PERIOD 10 2017/18 BUDGET MONITORING REPORT** **80 - 89**
- Report attached.
- 13     HOUSING & NEIGHBOURHOODS QUARTER 3 PERFORMANCE  
REPORT** **90 - 95**
- Report attached.
- 14     REVIEW OF HOUSING ALLOCATIONS POLICY** **96 - 118**
- Report attached.
- 15     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.
- 16     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."

**17    CONFIDENTIAL LONG TERM VOIDS**

Details

# **Housing and Neighbourhoods Committee**

## **Minutes**

Thursday, 18 January 2018 at 18:30

PRESENT:

Councillor Grant (in the Chair); Councillors Bensly, Bird, Cutting, M Coleman, Pratt, Flaxman-Taylor, Walch, Wainwright & Williamson.

Councillor Jeal attended as a substitute for Councillor Waters-Bunn.

Councillor Plant attended as a substitute for Councillor Mavroudis.

Mrs J Beck (Head of Property & Asset Management), Mr T Chaplin (Interim Deputy Head of Housing), Mrs V George (Head of Housing), Mrs D Lee (HRA Service Accountant), Ms H Notcutt (Community Development Manager), Mr A Moore (Development Officer), Ms K Sly (Section 151 Officer), Mr N Shaw (Strategic Director) and Mrs C Webb (Member Services Officer).

## **1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hacon, Mavroudis & Waters-Bunn.

## **2 DECLARATIONS OF INTEREST**

Councillor Jeal declared a Pecuniary Interest in Item number 8, and in accordance with the Council's Constitution, left the room whilst the matter was dealt with.

## **3 MINUTES**

The minutes of the meeting held on 7 December 2017 were confirmed.

## **4 MATTERS ARISING**

(i) With regard to minute number 4, a Member asked whether a response to the Letter of Intent had been received. The Community Development Manager reported that Great Yarmouth Football Club had contacted the Council indicating that they were agreeable to attend a meeting. Advice would be sought from nplaw prior to organising a meeting.

(ii) With regard to minute number 8, A Member asked for details regarding the number of properties affected by damp and mould growth on a ward by ward basis. The Head of Property and Asset Management reported that East Flegg had 9, West Flegg 6, Central & Northgate 1, Nelson 9, Southtown & Cobholm 1, Bradwell North 6, Claydon 27, Magdalen 4, and Bradwell South & Hopton 7 properties.

## **5 FORWARD PLAN**

The Committee received and considered the updated Forward Plan which included the addition of Public Space Protection Orders which was circulated at the meeting.

RESOLVED:

That the Committee note the Forward Plan.

## 6 MIDDLEGATE ESTATE REGENERATION FEASIBILITY

The Committee received and considered the report from the Development Manager.

The report gave Members an update on progress to date of the Middlegate estate Regeneration Feasibility Study.

RESOLVED:

That the Committee approve the appointment of ARK Housing Consultancy to undertake the masterplanning work in relation to the Middlegate Estate Feasibility Study.

## 7 GREAT YARMOUTH HOUSING STRATEGY 2018-2022

Members received and considered the Housing Strategy for 2018-2022.

The Housing Strategy identified four strategic objectives to meet current and future housing requirements in Great Yarmouth:

- **New Homes** - ensuring there are enough good quality new homes
- **Our Homes** - improving the quality and use of the Council's housing stock
- **Decent Homes** - providing a good mix of decent homes across all tenures
- **Healthy Homes** - meeting the needs of vulnerable households.

The strategy expands on the four key priorities which highlighted our ambition and the Council's approach to delivery. An action plan has been formulated identifying the key actions required to deliver the strategy. The action plan had been developed through an Officer Working Group to identify specific lead officers who would be responsible for those actions and progress against the action plan would be reported twice a year to Committee.

This ambitious strategy would require private and public stakeholders to work in partnership to make it happen. Local community engagement on the strategic aims would be fundamental to its success, particularly, with tenants in relation to "Our Homes".

A Member suggested that the Tenant's Forum should be re-established. The Strategic Director reported that it was imperative that the Council developed a comprehensive understanding of tenant views and aspirations.

Members also flagged concerns regarding the lack of affordable homes and good quality rental properties in the Borough. Members also asked for confirmation of funding available to alleviate homelessness and rough sleeping in the Borough.

RESOLVED:

That the Committee considered and agreed the strategic aims of the Borough's new Housing Strategy for 2018-2022.

## **8 HRA BUDGET UPDATE**

The Committee received and considered the report from the Section 151 Officer.

The Section 151 Officer reported the salient areas of the HRA budget 2018/19 to 2022/23, HRA Capital Programme 2018/19 to 2022/23, HRA Rent and Service Charge Proposal 2018 to 2019 and the Revised HRA Revenue and Capital Forecasts for 2017 to 2018.

A Member reported that the increase in charges for the Digital TV Aerials of RPI + 2% was inappropriate to be passed on to tenants as the maintenance company provided a very poor service to tenants. The Head of Property & Asset Management reported that, unfortunately, the Council had entered into a very long maintenance contract and had discussed the merits of breaking the contract with nplaw but had been advised that this would prove very costly.

The Leader of the Council reported that if the company were not providing the service which was laid out in the contract, that it should be challenged. A Member requested that a report be presented to the Committee within the next 12 months, to allow the Council to procure information on the contract delivery and possible legal challenge.

RESOLVED:

That the Committee agree and recommend to Full Council:

- (i) To note the reduction in rents of 1%, as set out in the Welfare Reform and Work Act 2016,
- (ii) Review and recommend the revenue and capital budget estimates 2018-19 to 2022-23,
- (iii) Recommend the proposed Fees and Charges for 2018-19;and
- (iv) Review the revised forecast for 2017-18.

## **9 VOLUNTARY AND COMMUNITY SECTOR UPDATE**



The Committee received and considered the report from the Community Development Manager.

The report provided information on delivery and outcomes of one of the four commissioned voluntary and community sector services. The report gave the position at month nine and followed on from the Committee resolution to undertake a Quarter 3 review before making a decision on making an award a further one year funding to the grant recipient, subject to satisfactory end of year performance and Council approval of the 2018/19 budgets.

The organisation was commissioned to deliver on one thematic area; Employment & Skills. Overall, and following a liaison meeting with management, it had been determined that since the 6 month monitoring point, there was evidence to demonstrate that the areas highlighted as requiring attention had all now been instigated, contributing to an improved use of funds to deliver the support services as set out in their original tender.

The Strategic Director reported that the Community Grant Working Group which included elected members should be reconvened as a matter of urgency to determine the future grant allocation process for 2019/20 onwards.

Members were concerned that First Move Furnish Aid would be reviewed on a three monthly basis which would involve a substantial amount of additional work for a charitable organisation to undertake. Members requested, that at the discretion of the Community Development Manager, FMFA be reviewed after 6 months, if their review in March proved satisfactory.

RESOLVED:

That the Committee agree:-

(i) That, subject to Council approval of the 2018/19 budgets, funding for First Move Furnish Aid be agreed for a further one year, with six monthly reviews to ensure continual progress was made and targets were being achieved.

(ii) That, during 2018, the Community Grant Working Group, including Members, be reconvened to determine the future grant allocation process for 2019/20 onwards.

## **10 DISABLED FACILITIES GRANT CAPITAL SPEND**

The Committee received and considered the report from the Head of Housing.

The report sets out the capital finance position of the Disabled Facilities Grant Fund. it identified that, at current demand, the fund would overspend by the end of the financial year by approximately £77,000 and sets out the options for addressing this issue.

The Head of Housing reported that Option 2 and a virement of £80k from the Homes for Health Capital budget was recommended for approval by the Committee.

RESOLVED:

That the Committee agree Option 2 and approve a virement of £80,000 from the Homes for Health Capital budget.

**11 ANY OTHER BUSINESS**

The Chairman reported that there was no other business as being of sufficient urgency to warrant consideration.

**12 EXCLUSION OF PUBLIC**

**13 CONFIDENTIAL MIDDLEGATE ESTATE REGENERATION FEASIBILITY - APPENDIX 4**

The meeting ended at: 20:30

### Forward Plan for Housing & Neighbourhoods Committee

|    | <b>Matter for Decision</b>   | <b>Report by</b>                               | <b>Pre Agenda Meeting (PAM)</b> | <b>Housing &amp; Neighbourhoods</b> | <b>Policy &amp; Resources</b> | <b>Council</b> |
|----|--|--|---------------------------------|-------------------------------------|-------------------------------|----------------|
| 1  | Communal Aerial Update   | Head of Property and Asset Management          | 21/02/18                        | 01/03/18                            |                               |                |
| 2  | Community Housing Long Term Empties (Includes Admiralty Road)                  | Head of Property and Asset Management          | 21/02/18                        | 01/03/18                            |                               |                |
| 3  | Community Housing Repairs Review   | Head of Property and Asset Management          | 21/02/18                        | 01/03/18                            |                               |                |
| 4  | Leasehold Policy   | Interim Deputy Head of Housing                 | 21/02/18                        | 01/03/18                            |                               |                |
| 5  | Review of Rent Policy  | Interim Deputy Head of Housing                 | 21/02/18                        | 01/03/18                            |                               |                |
| 6  | Wellesley Recreation Ground - Feasibility Study proposals (Project Update)     | Strategic Director (KW)                        | 21/02/18                        | 01/03/18                            |                               |                |
| 7  | 2017/18 Period 10 Housing Revenue Account Budget Monitoring report             | HRA Service Accountant                         | 13/03/18                        | 21/03/18                            |                               |                |
| 8  | Quarter 3 Performance Report   | Interim Deputy Head of Housing                 | 13/03/18                        | 21/03/18                            |                               |                |
| 9  | Review of GYBC Allocations Policy  | Head of Housing                                | 13/03/18                        | 21/03/18                            |                               |                |
| 10 | Void Strategy  | Interim Deputy Head of Housing                 | 06/06/18                        | 14/06/18                            |                               |                |
| 11 | Anti-Social Behaviour Enforcement Policy                                       | Head of Community Development and Regeneration | TBC                             | TBC                                 |                               |                |
| 12 | Development Opportunity Update: West Somerton, Filby, Kitchener Road/East Road | Head of Property and Asset Management          | TBC                             | TBC                                 |                               |                |
| 13 | Review of HRA Recharge Policy  | Interim Deputy Head of Housing                 | TBC                             | TBC                                 |                               |                |
| 14 | Update on Public Space Protection Orders                                       | Head of Community Development and Regeneration | TBC                             | TBC                                 |                               |                |
| 15 | Update on Sports Play and Leisure Strategy                                     | Head of Community Development and Regeneration | TBC                             | TBC                                 |                               |                |
| 16 | Wellesley Football Club: Update on Rent Position                               | Strategic Director (KW)                        | TBC                             | TBC                                 |                               |                |
| 17 | Year End Performance Report  | Interim Deputy Head of Housing                 | TBC                             | TBC                                 |                               |                |

Subject: Wellesley Recreation Ground – Feasibility Study proposals  
Report to: Corporate Projects - Monday 29<sup>th</sup> January 2018  
Housing and Neighbourhoods Committee - Thursday 1<sup>st</sup> March 2018  
Report by: Kate Watts, Strategic Director

## **RECOMMENDATIONS**

The Wellesley site is clearly one that presents a number of issues for the Council but also a number of opportunities. In bringing this project forwards as a corporate project and in considering this report the following next steps are recommended to Committee for approval;

- 1) Funding of up to £25,000 is allocated from the Council's special projects reserve to fund a feasibility study for this project
- 2) A Members working group consisting of 5 elected Members, politically balanced, is established to support this project

## **1. BACKGROUND/INTRODUCTION**

- 1.1 The Wellesley Recreation Ground was opened in 1888 in order to provide formal facilities for sports in Great Yarmouth. By 1890, local architect, JW Cockrill, had erected a tennis pavilion, ticket office and grandstand on the site. All three buildings are now listed with Grade II status. The grandstand is now considered to be the oldest football stand in Britain and possibly the world and is still in use. The other two buildings are not in use and are currently boarded up. The Recreation Ground is also protected by a 'Fields in Trust' covenant.
- 1.2 Today, the ground is utilised by Great Yarmouth Town Football Club and Great Yarmouth Athletics Club, with community use on the co-located Multi Use Games Area (MUGA) and Tennis court.
- 1.3 In 2015 Great Yarmouth Borough Council undertook a Sport, Play and Leisure Strategy to provide [evidence-based](#) approach to the future provision of leisure and sport facilities for the borough's population. The need for further

artificial grass pitches (3G/4G) in the borough was identified to serve the borough's needs moving forward. The recreation ground was also identified in the sport, play and leisure strategy as a key site that would benefit from a trust model of management, recognising the opportunities for dedicated site management and external funding.

- 1.4 In June 2017 Members of the Council's Housing and Neighbourhood Committee considered a report regarding this site and in doing so considered its content and approved the development of a full business case for the site, to include options around site management arrangements to be considered at a future committee.
- 1.5 Work has subsequently been undertaken to develop proposals for a 9 v 9 3G pitch on this site. The Football Association are keen to support a bid in relation to this pitch provision along with additional changing facilities and have encouraged an application for funding at a 50:50 match. A 3G pitch on this site has been estimated at a cost of £600,000 - £650,000.
- 1.6 As part of the newly established corporate projects group this project has been identified as a corporate project. Subsequently a review of the work so far has been undertaken which has included a site visit and officer meetings. This paper presents the findings of this review and outlines recommendations to be considered with the aim of further strengthening this project.

## **2. CURRENT ISSUES**

- 2.1 As part of this review a number of issues with this site have been identified and are summarised as follows;
  - Increased antisocial behaviour on the site
  - Lack of planned maintenance investment of the site with the grandstand being in poor decorative condition
  - The Grade II listed Tennis pavilion ticket office is redundant and continues to be at risk of loss.
  - The Bowls Ticket office also of Grade II listing, and a Cockerill building, is currently boarded up and would collapse if the internal supporting scaffold holding up the roof was removed.

- The West Stand also has suffered from a lack of redecoration thus leading to rot. Lights have been vandalised beyond repair and building needs re-roofing.
- From a leisure management perspective the Wellesley Recreation Ground remains a significant cost to the council. The costs to GYBS far outweigh income received on the site at present, particularly as the pitch needs to be maintained to FA standards to accommodate GYTFC.
- In addition to this there is a significant debt held with the onsite football club who struggle to engage effectively with the Council

### **3. OPPORTUNITIES**

3.1 There are a number of opportunities which could be explored for the site, including funding for a 3G pitch, additional opportunities include;

- Further funding opportunities from the Heritage Lottery Fund, Sport England, and Costal Communities could be considered
- Commercial investment opportunities could be explored with the aim of bringing in additional investment into the site
- Site management review, in particular to explore opportunities to address the current financial issues that exist in relation to this site
- The heritage aspect of the site could be further developed, alongside bringing the two buildings not currently in use, back into use
- The grounds care of the site could be reviewed (a social enterprise model could be considered within this area)
- The use of the site could be reviewed, could it be used for outdoor music events for example as well as outdoor leisure activities?
- Consideration should also be given to other outdoor leisure needs for the borough, outside of football, to see if additional sport facilities could be developed on the site
- The site is situated next to the Beaconsfield site, this site could be considered as well as part of this project

3.2 Although the progression of a 3G pitch currently forms the focal point for this project it is clear that there are a wider set of opportunities which could be explored once the outcomes for this work have been defined.

## **4. PROJECT OBJECTIVES**

4.1 Whilst the paper that was considered by Members approved the production of a business case for this project, there was a need to bring this project into the newly developed corporate project management framework which included the development of a project brief and project initiation document prior to any business case being compiled. See Appendix 1 for a copy of a project brief that has since been developed for this project. This brief outlines a number of project objectives, which are;

- To use the Wellesley site to provide facilities which help meet outcomes in the Council's Sports, Play and Leisure Strategy
- To assess the viability of co-investing in the site with external partners
- To provide outdoor sporting facilities on the site which complement the investment in and offer provided by the nearby Marina Centre development
- To make a significant reduction in the Council subsidy for the site, including management and repairs and maintenance liabilities and the servicing of any loan required to invest in the site
- To safeguard the future of the Listed Buildings on the site through repair and new, imaginative, sustainable uses.
- To assess the options for management of the site
- To maximise the presence of heritage buildings on the site, particularly the oldest football stand in the world, as part of the town's heritage tourism trail
- To encourage greater use of the site in order to discourage anti-social behaviour

4.2 In reviewing this project brief it is clear that to achieve the project objectives in full, progression with the 3G pitch project should be paused so that a wider piece of work can be completed. This work would consist of a feasibility study for the whole site which would subsequently provide Members with a suite of options and outline costs which Members are then able to fully consider prior to moving this project forwards.

4.3 In liaison with Sport England about this project, they are in support of us undertaking a feasibility study for the project and have provided details of a number of companies that could progress this work at an estimated cost of £20,000 - £25,000. Unfortunately they currently have no funding available to support this work due to a recent restructure of this organisation.

- 4.4 It is therefore recommended that Members approve funding of up to £25,000 to procure a feasibility study for this site, with funding coming from the Council's special projects reserve.

## **5. PROJECT GOVERNANCE ARRANGEMENTS**

- 5.1 The Wellesley project has been identified as a Corporate Project so will now be managed through the Council's project management office bringing in additional support and structure to this project.
- 5.2 In addition to this ward Members have been engaged directly with this project so far, but if Members are minded to further develop this project via way of a feasibility study there will be a clear need to strengthen governance arrangements for this project. It is therefore suggested that a small Members working group is established to support this project, consisting of 5 elected Members, with a political balance of 3, 1 and 1.

## **6. CONCLUSIONS/RECOMMENDATIONS**

- 6.1 The Wellesley site is clearly one that presents a number of issues for the Council but also a number of opportunities. In bringing this project forwards it is recommended that;
- Funding of up to £25,000 is allocated from the Council's special projects reserve to fund a feasibility study for this project
  - A Members working group consisting of 5 elected Members, politically balanced, is established to support this project



## PROJECT BRIEF

**PP office use only**

Date initiated: 1/12/17

Project ref: TBC

|                         |                             |
|-------------------------|-----------------------------|
| <b>Project name</b>     | Wellesley Recreation Ground |
| <b>Author</b>           | Anthony Moore               |
| <b>Project Sponsor</b>  | Kate Watts                  |
| <b>Project Director</b> | Robert Read                 |
| <b>Project Manager</b>  | Anthony Moore               |

|                      |     |
|----------------------|-----|
| <b>Documentation</b> | TBC |
|----------------------|-----|

| <b>Revision</b> | <i>Date</i> | <i>Comment</i>   |
|-----------------|-------------|--|
|                 | 6/11/17     | 1st draft to be presented at Corporate projects meeting on 6/11/17             |
|                 | 24/1/18     | 2 <sup>nd</sup> draft to be presented to Corporate projects meeting on 29/1/18 |

|                         |  |                            |              |
|-------------------------|--|----------------------------|--------------|
| <b>Project Finances</b> | None allocated at this time – request for funding in relation to feasibility study |                            |              |
| <b>Capital</b>          | £0.00  | <b>Total Project Costs</b> | £Unknown yet |
| <b>Revenue</b>          | £0.00  |                            |              |

|                           |          |  |  |
|---------------------------|----------|--|--|
| <b>Project Start Date</b> | On-going |  |  |
| <b>Project End Date</b>   | TBC      |  |  |

|                            |  |
|----------------------------|--|
| <b>Project Aim</b>         | A develop a clear future direction for the Wellesley Road Recreation Ground, including current and future usage, potential 3G facilities, onsite buildings and future management of the site.  |
| <b>Project Description</b> | A review of income, expenditure, management, maintenance, issues, risks and opportunities on the site to present a calculated, coherent and comprehensive plan for the site which addresses all areas, either as one study or as linked studies.   |
| <b>Project Objectives</b>  | <ol style="list-style-type: none"> <li>1. To use the Wellesley site to provide facilities which help meet outcomes in the Council's Sports, Play and Leisure Strategy</li> <li>2. To assess the viability of co-investing in the site with external partners</li> <li>3. To provide outdoor sporting facilities on the site which complement the investment in and offer provided by the nearby Marina Centre development</li> <li>4. To make a significant reduction in the Council subsidy for the site, including management and repairs and maintenance liabilities and the servicing of any loan required to invest in the site</li> <li>5. To safeguard the future of the Listed Buildings on the site through repair and new, imaginative, sustainable design.</li> <li>6. To assess the options for management of the site.</li> </ol> |

|                                    |   |
|------------------------------------|---|
|                                    | <ol style="list-style-type: none"> <li>To maximise the presence of heritage buildings on the site, particularly the oldest football stand in the world, as part of the town's heritage tourism trail</li> <li>To encourage greater use of the site in order to discourage anti-social behaviour</li> <li>To use the development of the site to provide a valuable community asset, which helps to meet the Council's strategy for driving, increased participation in physical activity</li> </ol>  |
| <b>Need and Benefit</b>            | <ol style="list-style-type: none"> <li>The site runs at a significant annual loss currently (£25,000) and this needs to be reduced where possible as part of the Council's financial management strategy. There may also be income opportunities from this site dependant of future development decisions</li> <li>There is an opportunity to promote the football stand, which is little known, rundown and a potentially internationally important heritage asset</li> <li>There is a need for rescue and maintenance plans in relation to; <ul style="list-style-type: none"> <li>A lack of planned maintenance investment of the site with the grandstand being in poor decorative condition. The West Stand also has suffered from a lack of redecoration thus leading to rot. Lights have been vandalised beyond repair and building needs re-roofing.</li> <li>The Grade II listed Tennis pavilion ticket office is redundant and continues to be at risk of loss.</li> <li>The Bowls Ticket office also of Grade II listing, and a Cockerill building, is currently boarded up and would collapse if the internal supporting scaffold holding up the roof was removed.</li> </ul> </li> <li>There is a need to reduce site associated ASB</li> <li>Great Yarmouth has areas with some of the worst health indices in the country. There is a need to drive greater sports participation within the community</li> </ol> |
| <b>Headline Outcomes</b>           | <ol style="list-style-type: none"> <li>Savings / Income Generation through refined management, increased users, different users, increased offer</li> <li>Meeting recommendations of the Sports, Play and Leisure Strategy</li> <li>Rescue of at risk listed buildings.</li> <li>Increased visitor numbers to football stand</li> <li>Reduced ASB on site</li> <li>Provide a valuable community asset, which helps to meet the Council's strategy for increasing participation in physical activity</li> </ol>  |
| <b>Options Analysis</b>            | <p><i>Please list the options that have been considered to achieve the project objectives. Projects will need to have considered several alternatives, including a "do nothing" option. These should be discussed with reasons for rejection. For major investments a comprehensive range of options should be considered.</i></p> <p><b>Option 1</b></p> <p>Do Nothing – GYBC continues to subsidise the activities by £25,000 p.a and the buildings fall into further disrepair.</p> <p><b>Option 2 (currently approved option)</b></p> <p>Don't review whole site but press on with match funding bid for the 3G facility – The remainder of the site continues to require some subsidy and the stand remains under appreciated with no long-term strategy. Borough meets its 3G needs through significant investment (c. £650k) and creates additional gross income of c.£10k p.a.. One heritage building is rescued (changing rooms for 3G).</p> <p><b>Option 3</b></p> <p>Procure a feasibility study for whole site (c.£20k). The whole site is reviewed with the objective of enhancing the use of the main stand and reviewing the management structure, possibly vesting with a trust to reduce Council exposure. Postpone decision on 3G option with risk of losing out on match funding (c.£300,000).</p>   |
| <b>Key Risks / Threats</b>         | <ol style="list-style-type: none"> <li>Ongoing conflict with GYTFC</li> <li>Fields in Trust covenant</li> <li>Listed buildings falling further into disrepair</li> <li>GYBS maintenance contract</li> <li>Business plan under delivers</li> <li>3G match-funding disappears</li> <li>Minor title risk</li> <li>Relationship with users</li> <li>Wellesley has a unique sporting offer and replacing those unique aspects with other priorities runs the risk of strengthening in one area by weakening another</li> </ol>   |
| <b>Key milestones / activities</b> | <p>Housing and Neighbourhoods Committee 18/11/18 to consider funding allocation to progress the recommended option, which is option 3.</p>  |

|  |   |
|--|---|
| <b>Scope of programme</b>              | To review, strategically, the future direction of the site by determining a favoured option, updating members and formalising governance arrangements   |
| <b>Links / dependencies</b>            | <p>GYBC is proposing to invest significantly in its Sports and Leisure Strategy through the Marina Centre project and any scheme relating to this strategy should be complementary.</p> <p>Any works on the football stand and other listed buildings should reference the Culture and Heritage strategies.</p> |
| <b>Key Stakeholders (initial view)</b> | <p>Internal : Neighbourhoods team, Property Services</p> <p>Connected: GYBS, Sentinel (in Sports Development capacity)</p> <p>External: GYTFC, GY Athletics Club, Local Schools, Local Residents, Other users.</p>  |



Subject: Responsive Repairs

Report to: Management Team – 19<sup>th</sup> February 2018  
Housing and Neighbourhoods – 1<sup>st</sup> March 2018

Report by: Head of Property and Asset Management

**SUBJECT MATTER/RECOMMENDATIONS:**

This report outlines responsive repairs statistics for Community Housing for the two and a half year period from 30<sup>th</sup> March 2015 to 1<sup>st</sup> October 2017 and asks the Committee to confirm the policy of recharging for areas of the business identified as Tenant Responsibility through 'The Tenants Handbook' (page 11).

**1. INTRODUCTION**

This report seeks to clarify the information contained within The Tenants Handbook and confirm methods of delivery for all concerned. The handbook is clear around Tenant Repair responsibilities and the following is an extract from the current handbook (page 11)

“As a tenant you are expected to make sure that your home, garden and balcony (if you have one) are kept clean and tidy and free from rubbish and not neglected.

You are responsible for minor repairs, internal decoration and deliberate or accidental damage. This includes:

- Minor repairs such as replacing bath and sink plugs, replacing light bulbs except sealed units, internal door handles, unblocking sinks cleaning windows etc.
- Internal decoration within your home, this does not include shared areas such as landings or entrance halls.
- Maintenance on your garden as included in your tenancy agreement, not including communal areas.
- Deliberate or accidental damage by tenants, children or visitors, such as broken glass or damaged doors. This does not include criminal damage that has been reported to the police and has a crime reference number.
- Lost security entrance door keys and fobs which can only be purchased from the council.

Repair Re-charges – We are committed to being clear about what work we are responsible for and any work residents are responsible for. Being consistent regarding the way decisions are made about recharging helps us manage the repairs and maintenance budget. This money can then be spent on looking after and improving all residents' homes.”

## 2. REPAIRS INFORMATION

The information in appendix 1 provides a range of statistics based on the current service delivered by Community Housing Responsive Repairs.

Community Housing stock levels have reduced over the two and a half year period from 5901 to what is anticipated as approximately 5800 by the end of the 2017/18 financial year. The number of repairs reported and actioned remains particularly high for our stock level with average number of jobs per dwelling being 4+ per annum (excluding heating related calls) it is anticipated that this would rise to 6 with heating calls included against an industry average of 2-3 calls per annum for all services.

The data also includes for information the top 10 dwellings visited with these properties reporting and receiving between 14 and 40 jobs on average per year.

The types and range of service requests vary greatly however there are a number of areas for which works are currently carried out which could fall within the tenants responsibility as outlined in the introduction to this report. The following table highlights drainage jobs alone and the total number undertaken over the period would equate to approximately 2800 per year which is the equivalent to just short of 50% of Community Housing properties per annum.

| Types of Received Drainage Jobs for All Dwellings |         |            |         |            |         |            |                   |            |
|---|---------|------------|---------|------------|---------|------------|-------------------|------------|
| Drainage Job Type                                 | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|   | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Drainage  | 2200    | 11%        | 2075    | 11%        | 923     | 9%         | 1818              | 9%         |
| Blocked Drainage                                  | 1855    | 9%         | 1653    | 8%         | 743     | 7%         | 1464              | 7%         |
| Blocked Shower                                    | 80      | 0%         | 64      | 0%         | 35      | 0%         | 69                | 0%         |
| Blocked Sink/Basin                                | 480     | 2%         | 447     | 2%         | 195     | 2%         | 384               | 2%         |
| Blocked Bath                                      | 213     | 1%         | 225     | 1%         | 102     | 1%         | 201               | 1%         |
| Blocked Pan                                       | 445     | 2%         | 311     | 2%         | 180     | 2%         | 355               | 2%         |

Based on an average cost of £30 per visit purely for unblocking services this could cost a total of £84,000 per annum.

## 3. FINANCIAL IMPLICATIONS

As Members will be aware a significant investment programme has been agreed for the stock and every effort is being taken to ensure all retained Community Housing stock will be classed as “Decent” by the next Stock Condition Survey in 2022. It is essential as part of this process that we continue to review areas of the business which should incur a recharge as has been identified in the above information.

It is not suggested that we refuse to undertake calls in relation to work that may incur a recharge purely that we should be clear with tenants that this could incur a charge and that if they wish they could arrange for the work to be dealt with privately.

As has been mentioned previously this is not a change to the Tenancy Handbook rather a confirmation and verification of the position.

**4. RISK IMPLICATIONS**

This policy is clearly documented within the Tenants Handbook so risks associated with any implementation of the terms would be limited however it is noted that in certain circumstances it may be necessary to undertake works without agreeing the recharge in advance particularly if the impact is likely to be wider than the individual tenant.

**5. CONCLUSIONS**

To confirm the Council's position with reference to 'The Tenants Handbook' with the introduction of a recharging policy to address areas of the business that would be classed as tenant responsibility and appropriate for recharge.

**6. RECOMMENDATIONS**

To note the responsive repairs statistics for the period 30<sup>th</sup> March 2015 to 1<sup>st</sup> October 2017 confirming the policy of recharging for areas of the business identified as Tenant Responsibility through 'The Tenants Handbook' (page 11).

**7. BACKGROUND PAPERS**

Tenants Handbook

Liaison Board Report – Responsive Repairs Statistics.

| Area for consideration                          | Comment    |
|---|------------|
| Monitoring Officer Consultation:                |            |
| Section 151 Officer Consultation:               |            |
| Existing Council Policies:                      | Considered |
| Financial Implications (including VAT and tax): | Considered |
| Legal Implications (including human rights):    | Considered |
| Risk Implications:                              | Considered |
| Equality Issues/EQIA assessment:                | None       |
| Crime & Disorder:                               | None       |
| Every Child Matters:                            | Considered |



## Responsive Repairs Statistics

### Jobs Received Between 30 March 2015 and 01 October 2017

| Business Name              |
|----------------------------|
| Great Yarmouth Norse (GYN) |

| Prepared By  |
|--------------|
| Lewis Beales |

| Prepared Date   |
|-----------------|
| 30 October 2017 |

#### Report Period

This report analyses jobs received in Total during the three financial years between the beginning of 2015-16 Q1 (30 March 2015) and the end of 2017-18 Q2 (01 October 2017). Data stored within Total for jobs received before the start of the report period was found to be either inaccurate, irregular or unavailable.

#### Stock

The stock included in this report is individual properties grouped under the heading of 'Dwellings'. Any jobs against stock not covered by this heading have been excluded, such as blocks, common areas, and garages.

#### Job Records

Jobs that do not correspond to physical repairs to a dwelling have been excluded from this report, such as jobs raised in error or for system testing. Jobs set to 'Cancelled' status within Total have also been excluded, but some jobs may have been incorrectly set to 'Completed' status where no access has occurred.

### Dwellings

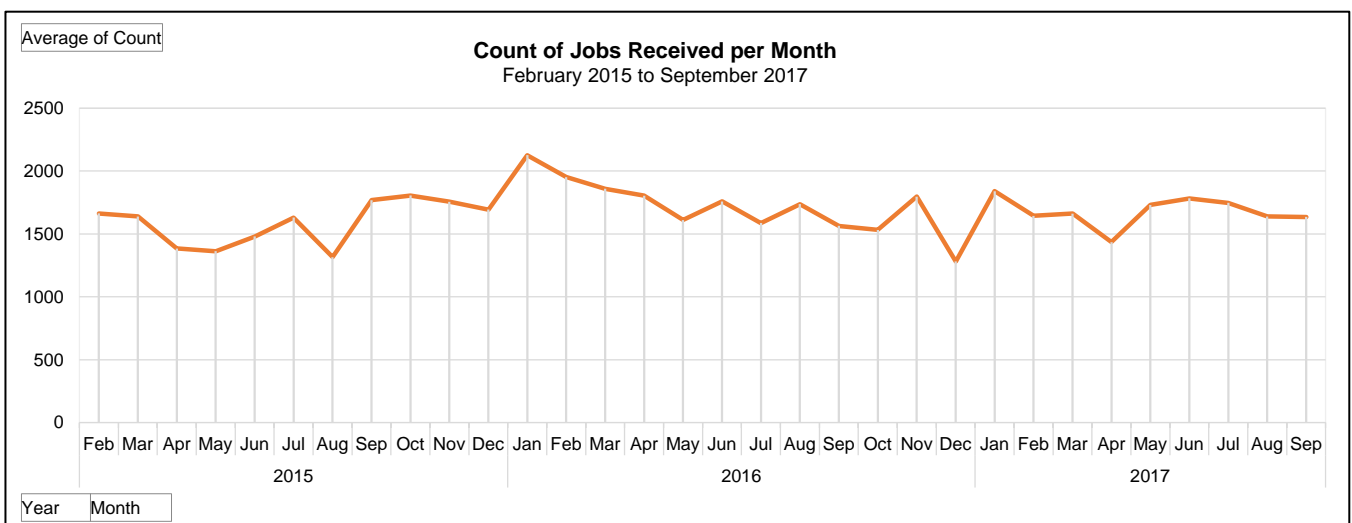
| Total Dwelling Stock  |               |                    |                 |                |
|-----------------------|---------------|--------------------|-----------------|----------------|
| Financial Year Range  | Current Stock | Sold During Period | Leasehold Stock | Combined Total |
| 2015-16               | 5901          | 33                 | 342             | 6276           |
| 2016-17               | 5871          | 25                 | 347             | 6243           |
| 2017-18 YTD 6 Periods | 5842          | 23                 | 353             | 6218           |
| 2017-18 Projected     | 5783          | 53                 | 359             | 6195           |

NB: For the financial years between April 2015 and March 2017, 30% more properties were sold during Q3-4, which translates to the 2017-18 projection above. It has been assumed that no jobs would have been raised against any properties sold before the start of the reporting period.

| Dwellings Visited and Jobs Received |                   |            |               |                      |
|-------------------------------------|-------------------|------------|---------------|----------------------|
| Financial Year Range                | Dwellings Visited | % of Total | Received Jobs | Avg. Jobs per Dwell. |
| 2015-16                             | 4931              | 78.57%     | 20396         | 4.14                 |
| 2016-17                             | 4842              | 77.56%     | 19751         | 4.08                 |
| 2017-18 YTD 6 Periods               | 3578              | 57.54%     | 10159         | 2.84                 |
| 2017-18 Projected                   | 4818              | 77.77%     | 19825         | 4.11                 |

NB: 3% less jobs were received in Q3-4 of 2016-17 than in Q1-2, this statistic has been used to predict the number of jobs for Q3-4 2017-18.

| Frequency of Visits to Dwellings |         |          |          |          |          |           |                     |
|----------------------------------|---------|----------|----------|----------|----------|-----------|---------------------|
| Financial Year Range             | 1 Visit | 2 Visits | 3 Visits | 4 Visits | 5 Visits | 6+ Visits | Avg. Jobs per Month |
| 2015-16                          | 1107    | 925      | 766      | 533      | 411      | 1189      | 1700                |
| 2016-17                          | 1150    | 876      | 709      | 544      | 389      | 1174      | 1646                |
| 2017-18 YTD 6 Periods            | 1312    | 797      | 534      | 321      | 209      | 405       | 1693                |
| 2017-18 Projected                | 1026    | 784      | 796      | 539      | 417      | 1255      | 1652                |





The next tables analyse the **top 10 dwellings by most received jobs** for the 3 financial years included in this report. Each table lists the top 10 dwellings for the specified year and tracks any variation in received jobs across all years.

| 2015-16 Top 10 Dwellings |           |         |         |         |           |                       |                    |
|--------------------------|-----------|---------|---------|---------|-----------|-----------------------|--------------------|
| Dwelling                 | Variation | 2015-16 | 2016-17 | 2017-18 | Projected | Projected 3 Yr. Total | Avg. Jobs per Year |
| 1 A                      |           | 58      | 38      | 12      | 24        | 120                   | 40                 |
| 2 A                      |           | 42      | 31      | 8       | 16        | 89                    | 30                 |
| 3 A                      |           | 42      | 17      | 1       | 2         | 61                    | 20                 |
| 4 A                      |           | 29      | 26      | 20      | 39        | 94                    | 31                 |
| 5 A                      |           | 28      | 11      | 16      | 32        | 71                    | 24                 |
| 6 A                      |           | 27      | 8       | 6       | 12        | 47                    | 16                 |
| 7 A                      |           | 26      | 4       | 0       | 0         | 30                    | 10                 |
| 8 A                      |           | 26      | 11      | 7       | 14        | 51                    | 17                 |
| 9 A                      |           | 26      | 9       | 4       | 8         | 43                    | 14                 |
| 10 A                     |           | 24      | 19      | 9       | 18        | 61                    | 20                 |

| 2016-17 Top 10 Dwellings |           |         |         |         |           |                       |                    |
|--------------------------|-----------|---------|---------|---------|-----------|-----------------------|--------------------|
| Dwelling                 | Variation | 2015-16 | 2016-17 | 2017-18 | Projected | Projected 3 Yr. Total | Avg. Jobs per Year |
| 1 B                      |           | 5       | 49      | 1       | 2         | 56                    | 19                 |
| 2 B                      |           | 5       | 43      | 4       | 8         | 56                    | 19                 |
| 1 A                      |           | 58      | 38      | 12      | 24        | 120                   | 40                 |
| 3 B                      |           | 1       | 33      | 7       | 14        | 48                    | 16                 |
| 2 A                      |           | 42      | 31      | 8       | 16        | 89                    | 30                 |
| 4 B                      |           | 0       | 30      | 2       | 4         | 34                    | 11                 |
| 5 B                      |           | 9       | 27      | 17      | 33        | 69                    | 23                 |
| 6 B                      |           | 12      | 27      | 7       | 14        | 53                    | 18                 |
| 7 B                      |           | 7       | 26      | 7       | 14        | 47                    | 16                 |
| 8 B                      |           | 11      | 26      | 2       | 4         | 41                    | 14                 |

| 2017-18 Top 10 Dwellings |           |         |         |         |           |                       |                    |
|--------------------------|-----------|---------|---------|---------|-----------|-----------------------|--------------------|
| Dwelling                 | Variation | 2015-16 | 2016-17 | 2017-18 | Projected | Projected 3 Yr. Total | Avg. Jobs per Year |
| 1 C                      |           | 9       | 11      | 23      | 45        | 65                    | 22                 |
| 2 C                      |           | 13      | 6       | 23      | 45        | 64                    | 21                 |
| 3 C                      |           | 9       | 7       | 21      | 41        | 57                    | 19                 |
| 4 C                      |           | 8       | 5       | 20      | 39        | 52                    | 17                 |
| 4 A                      |           | 29      | 26      | 20      | 39        | 94                    | 31                 |
| 5 C                      |           | 1       | 15      | 20      | 39        | 55                    | 18                 |
| 6 C                      |           | 22      | 8       | 19      | 37        | 67                    | 22                 |
| 7 C                      |           | 6       | 7       | 18      | 35        | 48                    | 16                 |
| 8 C                      |           | 8       | 3       | 17      | 33        | 44                    | 15                 |
| 5 B                      |           | 9       | 27      | 17      | 33        | 69                    | 23                 |

The next two tables compare the **proportion of jobs for the top 10 and 50 dwellings**. In 2015-16 the top 10 dwellings were proportionately 0.16% of all dwellings, but the jobs against those dwellings were 1.61% of all jobs, which means that 10x more jobs were received for the top 10 properties compared to the average for the remaining properties.

| Received Jobs for the Top 10 Most Visited Dwellings |                  |                    |             |               |
|---|------------------|--------------------|-------------|---------------|
| Financial Year Range                                | No. of Dwellings | % of All Dwellings | No. of Jobs | % of All Jobs |
| 2015-16   | 10               | 0.16%              | 328         | 1.61%         |
| 2016-17   | 10               | 0.16%              | 330         | 1.67%         |
| 2017-18 YTD 6 Periods                               | 10               | 0.16%              | 198         | 1.95%         |
| 2017-18 Projected                                   | 10               | 0.16%              | 317         | 1.60%         |

| Received Jobs for the Top 50 Most Visited Dwellings |                  |                    |             |               |
|---|------------------|--------------------|-------------|---------------|
| Financial Year Range                                | No. of Dwellings | % of All Dwellings | No. of Jobs | % of All Jobs |
| 2015-16   | 50               | 0.80%              | 1129        | 5.54%         |
| 2016-17   | 50               | 0.80%              | 1098        | 5.56%         |
| 2017-18 YTD 6 Periods                               | 50               | 0.80%              | 711         | 7.00%         |
| 2017-18 Projected                                   | 50               | 0.81%              | 1138        | 5.74%         |

The table below shows the proportion of jobs received across the period **split by the areas within the Borough**. The difference in the split by area of received jobs between Q1-2 and Q3-4 for all years was negligible, which is demonstrated through the 2017-18 projection.

| Count and Proportion of Jobs by Great Yarmouth Borough Areas |             |            |             |            |             |            |             |            |
|--|-------------|------------|-------------|------------|-------------|------------|-------------|------------|
| Financial Year Range   | Rural North |            | Rural South |            | Urban North |            | Urban South |            |
|  | Jobs        | % of Total | Jobs        | % of Total | Jobs        | % of Total | Jobs        | % of Total |
| 2015-16  | 2400        | 12%        | 1235        | 6%         | 7357        | 36%        | 9404        | 46%        |
| 2016-17  | 2311        | 12%        | 1402        | 7%         | 6698        | 34%        | 9340        | 47%        |
| 2017-18 YTD 6 Periods  | 1277        | 13%        | 698         | 6%         | 3474        | 34%        | 4800        | 47%        |
| 2017-18 Projected  | 2492        | 13%        | 1186        | 6%         | 6779        | 34%        | 9367        | 47%        |

The below tables considers the **frequency of job types** for the top 50 dwellings and all dwellings across the period. The figures can only be indicative due to limitations when identifying job types. Each job description is scanned for key terms or phrases, which means a job description such as "Repair **plaster** around **kitchen** ceiling **lamp** following **OOH leak** from upstairs **toilet** " will appear in 6 categories.

| Types of Received Jobs for the Top 50 Dwellings |         |            |         |            |         |            |                   |            |
|---|---------|------------|---------|------------|---------|------------|-------------------|------------|
| Job Type  | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|   | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Out of Hours                                    | 109     | 10%        | 74      | 7%         | 72      | 10%        | 142               | 12%        |
| Doors   | 186     | 16%        | 162     | 15%        | 107     | 15%        | 211               | 19%        |
| Windows   | 90      | 8%         | 98      | 9%         | 70      | 10%        | 138               | 12%        |
| Flooring  | 49      | 4%         | 67      | 6%         | 37      | 5%         | 73                | 6%         |
| Bathroom/Toilet Work                            | 322     | 29%        | 311     | 28%        | 168     | 24%        | 331               | 29%        |
| Kitchen Work                                    | 193     | 17%        | 179     | 16%        | 108     | 15%        | 213               | 19%        |
| Leaks   | 88      | 8%         | 83      | 8%         | 57      | 8%         | 112               | 10%        |
| Drainage  | 104     | 9%         | 98      | 9%         | 51      | 7%         | 100               | 9%         |
| Lamps, Bulbs and Lights                         | 71      | 6%         | 72      | 7%         | 34      | 5%         | 67                | 6%         |
| Plastering                                      | 115     | 10%        | 84      | 8%         | 43      | 6%         | 85                | 7%         |

| Types of Received Jobs for All Dwellings |         |            |         |            |         |            |                   |            |
|--|---------|------------|---------|------------|---------|------------|-------------------|------------|
| Job Type                                 | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|  | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Out of Hours                             | 2117    | 10%        | 1847    | 9%         | 925     | 9%         | 1822              | 9%         |
| Doors                                    | 3132    | 15%        | 2960    | 15%        | 1506    | 15%        | 2967              | 15%        |
| Windows                                  | 1707    | 8%         | 1682    | 9%         | 911     | 9%         | 1795              | 9%         |
| Flooring                                 | 688     | 3%         | 636     | 3%         | 336     | 3%         | 662               | 3%         |
| Bathroom/Toilet Work                     | 6342    | 31%        | 5780    | 29%        | 2930    | 29%        | 5772              | 29%        |
| Kitchen Work                             | 3621    | 18%        | 3432    | 17%        | 1741    | 17%        | 3430              | 17%        |
| Leaks                                    | 1923    | 9%         | 1768    | 9%         | 961     | 9%         | 1893              | 10%        |
| Drainage                                 | 2200    | 11%        | 2075    | 11%        | 923     | 9%         | 1818              | 9%         |
| Lamps, Bulbs and Lights                  | 2406    | 12%        | 2177    | 11%        | 944     | 9%         | 1860              | 9%         |
| Plaster Work                             | 656     | 3%         | 597     | 3%         | 227     | 2%         | 447               | 2%         |

| Types of Received Drainage Jobs for All Dwellings |         |            |         |            |         |            |                   |            |
|---|---------|------------|---------|------------|---------|------------|-------------------|------------|
| Drainage Job Type                                 | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|   | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Drainage  | 2200    | 11%        | 2075    | 11%        | 923     | 9%         | 1818              | 9%         |
| Blocked Drainage                                  | 1855    | 9%         | 1653    | 8%         | 743     | 7%         | 1464              | 7%         |
| Blocked Shower                                    | 80      | 0%         | 64      | 0%         | 35      | 0%         | 69                | 0%         |
| Blocked Sink/Basin                                | 480     | 2%         | 447     | 2%         | 195     | 2%         | 384               | 2%         |
| Blocked Bath                                      | 213     | 1%         | 225     | 1%         | 102     | 1%         | 201               | 1%         |
| Blocked Pan                                       | 445     | 2%         | 311     | 2%         | 180     | 2%         | 355               | 2%         |

### Additional Data

| Blocks Visited and Jobs Received |                |            |               |                     |
|----------------------------------|----------------|------------|---------------|---------------------|
| Financial Year Range             | Blocks Visited | % of Total | Received Jobs | Avg. Jobs per Block |
| 2015-16                          | 391            | 73.63%     | 2947          | 7.54                |
| 2016-17                          | 405            | 76.27%     | 3277          | 8.09                |
| 2017-18 YTD 6 Periods            | 361            | 67.98%     | 1412          | 3.91                |

| Count of Excluded Jobs by Heading |                              |                               |
|-----------------------------------|------------------------------|-------------------------------|
| Financial Year Range              | Common Areas, Communal Rooms | Garages, Garage Blocks, Sheds |
| 2015-18 (2 Years 6 Periods)       | 637                          | 347                           |



## Responsive Repairs Statistics

### Jobs Received Between 30 March 2015 and 01 October 2017

| Business Name              |
|----------------------------|
| Great Yarmouth Norse (GYN) |

| Prepared By  |
|--------------|
| Lewis Beales |

| Prepared Date   |
|-----------------|
| 30 October 2017 |

#### Report Period

This report analyses jobs received in Total during the three financial years between the beginning of 2015-16 Q1 (30 March 2015) and the end of 2017-18 Q2 (01 October 2017). Data stored within Total for jobs received before the start of the report period was found to be either inaccurate, irregular or unavailable.

#### Stock

The stock included in this report is individual properties grouped under the heading of 'Dwellings'. Any jobs against stock not covered by this heading have been excluded, such as blocks, common areas, and garages.

#### Job Records

Jobs that do not correspond to physical repairs to a dwelling have been excluded from this report, such as jobs raised in error or for system testing. Jobs set to 'Cancelled' status within Total have also been excluded, but some jobs may have been incorrectly set to 'Completed' status where no access has occurred.

### Dwellings

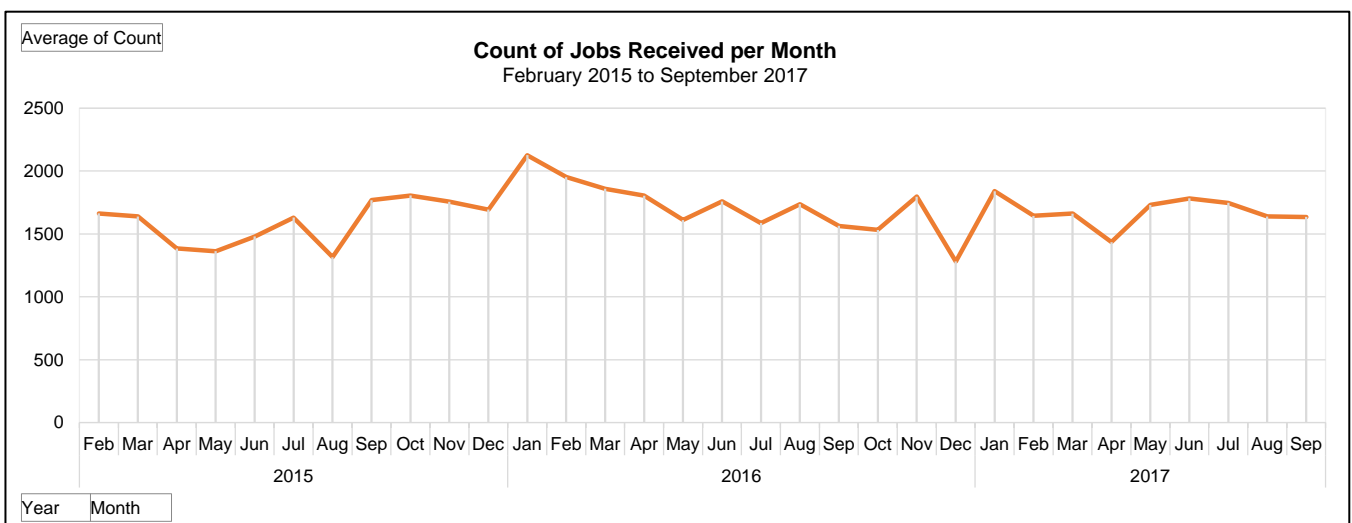
| Total Dwelling Stock  |               |                    |                 |                |
|-----------------------|---------------|--------------------|-----------------|----------------|
| Financial Year Range  | Current Stock | Sold During Period | Leasehold Stock | Combined Total |
| 2015-16               | 5901          | 33                 | 342             | 6276           |
| 2016-17               | 5871          | 25                 | 347             | 6243           |
| 2017-18 YTD 6 Periods | 5842          | 23                 | 353             | 6218           |
| 2017-18 Projected     | 5783          | 53                 | 359             | 6195           |

NB: For the financial years between April 2015 and March 2017, 30% more properties were sold during Q3-4, which translates to the 2017-18 projection above. It has been assumed that no jobs would have been raised against any properties sold before the start of the reporting period.

| Dwellings Visited and Jobs Received |                   |            |               |                      |
|-------------------------------------|-------------------|------------|---------------|----------------------|
| Financial Year Range                | Dwellings Visited | % of Total | Received Jobs | Avg. Jobs per Dwell. |
| 2015-16                             | 4931              | 78.57%     | 20396         | 4.14                 |
| 2016-17                             | 4842              | 77.56%     | 19751         | 4.08                 |
| 2017-18 YTD 6 Periods               | 3578              | 57.54%     | 10159         | 2.84                 |
| 2017-18 Projected                   | 4818              | 77.77%     | 19825         | 4.11                 |

NB: 3% less jobs were received in Q3-4 of 2016-17 than in Q1-2, this statistic has been used to predict the number of jobs for Q3-4 2017-18.

| Frequency of Visits to Dwellings |         |          |          |          |          |           |                     |
|----------------------------------|---------|----------|----------|----------|----------|-----------|---------------------|
| Financial Year Range             | 1 Visit | 2 Visits | 3 Visits | 4 Visits | 5 Visits | 6+ Visits | Avg. Jobs per Month |
| 2015-16                          | 1107    | 925      | 766      | 533      | 411      | 1189      | 1700                |
| 2016-17                          | 1150    | 876      | 709      | 544      | 389      | 1174      | 1646                |
| 2017-18 YTD 6 Periods            | 1312    | 797      | 534      | 321      | 209      | 405       | 1693                |
| 2017-18 Projected                | 1026    | 784      | 796      | 539      | 417      | 1255      | 1652                |



The next tables analyse the **top 10 dwellings by most received jobs** for the 3 financial years included in this report. Each table lists the top 10 dwellings for the specified year and tracks any variation in received jobs across all years.

| 2015-16 Top 10 Dwellings |           |         |         |         |           |                       |                    |
|--------------------------|-----------|---------|---------|---------|-----------|-----------------------|--------------------|
| Dwelling                 | Variation | 2015-16 | 2016-17 | 2017-18 | Projected | Projected 3 Yr. Total | Avg. Jobs per Year |
| 1 A                      |           | 58      | 38      | 12      | 24        | 120                   | 40                 |
| 2 A                      |           | 42      | 31      | 8       | 16        | 89                    | 30                 |
| 3 A                      |           | 42      | 17      | 1       | 2         | 61                    | 20                 |
| 4 A                      |           | 29      | 26      | 20      | 39        | 94                    | 31                 |
| 5 A                      |           | 28      | 11      | 16      | 32        | 71                    | 24                 |
| 6 A                      |           | 27      | 8       | 6       | 12        | 47                    | 16                 |
| 7 A                      |           | 26      | 4       | 0       | 0         | 30                    | 10                 |
| 8 A                      |           | 26      | 11      | 7       | 14        | 51                    | 17                 |
| 9 A                      |           | 26      | 9       | 4       | 8         | 43                    | 14                 |
| 10 A                     |           | 24      | 19      | 9       | 18        | 61                    | 20                 |

| 2016-17 Top 10 Dwellings |           |         |         |         |           |                       |                    |
|--------------------------|-----------|---------|---------|---------|-----------|-----------------------|--------------------|
| Dwelling                 | Variation | 2015-16 | 2016-17 | 2017-18 | Projected | Projected 3 Yr. Total | Avg. Jobs per Year |
| 1 B                      |           | 5       | 49      | 1       | 2         | 56                    | 19                 |
| 2 B                      |           | 5       | 43      | 4       | 8         | 56                    | 19                 |
| 1 A                      |           | 58      | 38      | 12      | 24        | 120                   | 40                 |
| 3 B                      |           | 1       | 33      | 7       | 14        | 48                    | 16                 |
| 2 A                      |           | 42      | 31      | 8       | 16        | 89                    | 30                 |
| 4 B                      |           | 0       | 30      | 2       | 4         | 34                    | 11                 |
| 5 B                      |           | 9       | 27      | 17      | 33        | 69                    | 23                 |
| 6 B                      |           | 12      | 27      | 7       | 14        | 53                    | 18                 |
| 7 B                      |           | 7       | 26      | 7       | 14        | 47                    | 16                 |
| 8 B                      |           | 11      | 26      | 2       | 4         | 41                    | 14                 |

| 2017-18 Top 10 Dwellings |           |         |         |         |           |                       |                    |
|--------------------------|-----------|---------|---------|---------|-----------|-----------------------|--------------------|
| Dwelling                 | Variation | 2015-16 | 2016-17 | 2017-18 | Projected | Projected 3 Yr. Total | Avg. Jobs per Year |
| 1 C                      |           | 9       | 11      | 23      | 45        | 65                    | 22                 |
| 2 C                      |           | 13      | 6       | 23      | 45        | 64                    | 21                 |
| 3 C                      |           | 9       | 7       | 21      | 41        | 57                    | 19                 |
| 4 C                      |           | 8       | 5       | 20      | 39        | 52                    | 17                 |
| 4 A                      |           | 29      | 26      | 20      | 39        | 94                    | 31                 |
| 5 C                      |           | 1       | 15      | 20      | 39        | 55                    | 18                 |
| 6 C                      |           | 22      | 8       | 19      | 37        | 67                    | 22                 |
| 7 C                      |           | 6       | 7       | 18      | 35        | 48                    | 16                 |
| 8 C                      |           | 8       | 3       | 17      | 33        | 44                    | 15                 |
| 5 B                      |           | 9       | 27      | 17      | 33        | 69                    | 23                 |

The next two tables compare the **proportion of jobs for the top 10 and 50 dwellings**. In 2015-16 the top 10 dwellings were proportionately 0.16% of all dwellings, but the jobs against those dwellings were 1.61% of all jobs, which means that 10x more jobs were received for the top 10 properties compared to the average for the remaining properties.

| Received Jobs for the Top 10 Most Visited Dwellings |                  |                    |             |               |
|---|------------------|--------------------|-------------|---------------|
| Financial Year Range                                | No. of Dwellings | % of All Dwellings | No. of Jobs | % of All Jobs |
| 2015-16   | 10               | 0.16%              | 328         | 1.61%         |
| 2016-17   | 10               | 0.16%              | 330         | 1.67%         |
| 2017-18 YTD 6 Periods                               | 10               | 0.16%              | 198         | 1.95%         |
| 2017-18 Projected                                   | 10               | 0.16%              | 317         | 1.60%         |

| Received Jobs for the Top 50 Most Visited Dwellings |                  |                    |             |               |
|---|------------------|--------------------|-------------|---------------|
| Financial Year Range                                | No. of Dwellings | % of All Dwellings | No. of Jobs | % of All Jobs |
| 2015-16   | 50               | 0.80%              | 1129        | 5.54%         |
| 2016-17   | 50               | 0.80%              | 1098        | 5.56%         |
| 2017-18 YTD 6 Periods                               | 50               | 0.80%              | 711         | 7.00%         |
| 2017-18 Projected                                   | 50               | 0.81%              | 1138        | 5.74%         |

The table below shows the proportion of jobs received across the period **split by the areas within the Borough**. The difference in the split by area of received jobs between Q1-2 and Q3-4 for all years was negligible, which is demonstrated through the 2017-18 projection.

| Count and Proportion of Jobs by Great Yarmouth Borough Areas |             |            |             |            |             |            |             |            |
|--|-------------|------------|-------------|------------|-------------|------------|-------------|------------|
| Financial Year Range   | Rural North |            | Rural South |            | Urban North |            | Urban South |            |
|  | Jobs        | % of Total | Jobs        | % of Total | Jobs        | % of Total | Jobs        | % of Total |
| 2015-16  | 2400        | 12%        | 1235        | 6%         | 7357        | 36%        | 9404        | 46%        |
| 2016-17  | 2311        | 12%        | 1402        | 7%         | 6698        | 34%        | 9340        | 47%        |
| 2017-18 YTD 6 Periods  | 1277        | 13%        | 698         | 6%         | 3474        | 34%        | 4800        | 47%        |
| 2017-18 Projected  | 2492        | 13%        | 1186        | 6%         | 6779        | 34%        | 9367        | 47%        |

The below tables considers the **frequency of job types** for the top 50 dwellings and all dwellings across the period. The figures can only be indicative due to limitations when identifying job types. Each job description is scanned for key terms or phrases, which means a job description such as "Repair **plaster** around **kitchen** ceiling **lamp** following **OOH leak** from upstairs **toilet** " will appear in 6 categories.

**Types of Received Jobs for the Top 50 Dwellings**

| Job Type                | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|-------------------------|---------|------------|---------|------------|---------|------------|-------------------|------------|
|                         | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Out of Hours            | 109     | 10%        | 74      | 7%         | 72      | 10%        | 142               | 12%        |
| Doors                   | 186     | 16%        | 162     | 15%        | 107     | 15%        | 211               | 19%        |
| Windows                 | 90      | 8%         | 98      | 9%         | 70      | 10%        | 138               | 12%        |
| Flooring                | 49      | 4%         | 67      | 6%         | 37      | 5%         | 73                | 6%         |
| Bathroom/Toilet Work    | 322     | 29%        | 311     | 28%        | 168     | 24%        | 331               | 29%        |
| Kitchen Work            | 193     | 17%        | 179     | 16%        | 108     | 15%        | 213               | 19%        |
| Leaks                   | 88      | 8%         | 83      | 8%         | 57      | 8%         | 112               | 10%        |
| Drainage                | 104     | 9%         | 98      | 9%         | 51      | 7%         | 100               | 9%         |
| Lamps, Bulbs and Lights | 71      | 6%         | 72      | 7%         | 34      | 5%         | 67                | 6%         |
| Plastering              | 115     | 10%        | 84      | 8%         | 43      | 6%         | 85                | 7%         |

**Types of Received Jobs for All Dwellings**

| Job Type                | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|-------------------------|---------|------------|---------|------------|---------|------------|-------------------|------------|
|                         | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Out of Hours            | 2117    | 10%        | 1847    | 9%         | 925     | 9%         | 1822              | 9%         |
| Doors                   | 3132    | 15%        | 2960    | 15%        | 1506    | 15%        | 2967              | 15%        |
| Windows                 | 1707    | 8%         | 1682    | 9%         | 911     | 9%         | 1795              | 9%         |
| Flooring                | 688     | 3%         | 636     | 3%         | 336     | 3%         | 662               | 3%         |
| Bathroom/Toilet Work    | 6342    | 31%        | 5780    | 29%        | 2930    | 29%        | 5772              | 29%        |
| Kitchen Work            | 3621    | 18%        | 3432    | 17%        | 1741    | 17%        | 3430              | 17%        |
| Leaks                   | 1923    | 9%         | 1768    | 9%         | 961     | 9%         | 1893              | 10%        |
| Drainage                | 2200    | 11%        | 2075    | 11%        | 923     | 9%         | 1818              | 9%         |
| Lamps, Bulbs and Lights | 2406    | 12%        | 2177    | 11%        | 944     | 9%         | 1860              | 9%         |
| Plaster Work            | 656     | 3%         | 597     | 3%         | 227     | 2%         | 447               | 2%         |

**Types of Received Drainage Jobs for All Dwellings**

| Drainage Job Type  | 2015-16 |            | 2016-17 |            | 2017-18 |            | 2017-18 Projected |            |
|--------------------|---------|------------|---------|------------|---------|------------|-------------------|------------|
|                    | Jobs    | % of Total | Jobs    | % of Total | Jobs    | % of Total | Jobs              | % of Total |
| Drainage           | 2200    | 11%        | 2075    | 11%        | 923     | 9%         | 1818              | 9%         |
| Blocked Drainage   | 1855    | 9%         | 1653    | 8%         | 743     | 7%         | 1464              | 7%         |
| Blocked Shower     | 80      | 0%         | 64      | 0%         | 35      | 0%         | 69                | 0%         |
| Blocked Sink/Basin | 480     | 2%         | 447     | 2%         | 195     | 2%         | 384               | 2%         |
| Blocked Bath       | 213     | 1%         | 225     | 1%         | 102     | 1%         | 201               | 1%         |
| Blocked Pan        | 445     | 2%         | 311     | 2%         | 180     | 2%         | 355               | 2%         |

### Additional Data

**Blocks Visited and Jobs Received**

| Financial Year Range  | Blocks Visited | % of Total | Received Jobs | Avg. Jobs per Block |
|-----------------------|----------------|------------|---------------|---------------------|
| 2015-16               | 391            | 73.63%     | 2947          | 7.54                |
| 2016-17               | 405            | 76.27%     | 3277          | 8.09                |
| 2017-18 YTD 6 Periods | 361            | 67.98%     | 1412          | 3.91                |

**Count of Excluded Jobs by Heading**

| Financial Year Range        | Common Areas, Communal Rooms | Garages, Garage Blocks, Sheds |
|-----------------------------|------------------------------|-------------------------------|
| 2015-18 (2 Years 6 Periods) | 637                          | 347                           |

Subject: Long Term Empty Void Properties

Report to: Management Team – 19<sup>th</sup> February 2018  
Housing and Neighbourhoods – 1<sup>st</sup> March 2018

Report by: Head of Property and Asset Management

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

This report requested approval to undertake rectification works in a range of properties utilising the 2017/18 and 2018/19 budget allocation for Long Term Void and Major Voids:

1. 17 West Road, Great Yarmouth – retain 1 bed bungalow
2. 30 Exmouth Road, Great Yarmouth – refurbish to provide two bed house
3. 2 Coastguard Cottages, Winterton – retain three bed house
4. 38 Admiralty Road, Great Yarmouth – conversion to two bed house
5. 54 Harbord Crescent, Great Yarmouth – conversion to two bed house
6. 103/104 Admiralty Road, Great Yarmouth – conversion of two properties to form one six bed house.

With the approval of Committee a full tendering process will commence if costs and works are as anticipated refurbishments will commence without further communication however if tenders identify any increase in costs information will come back to Committee for further consideration.

#### **1. INTRODUCTION/BACKGROUND**

- 1.1 This report deals with a number of properties which are currently classed as long term voids having been empty for anything between 12 months and 10 years. The void periods will be for a variety of reasons and these are expressed within the body of the report.
- 1.2 This report deals with six of the ten long term void properties within the asset portfolio the remaining four include:
  - Ormesby Road, Filby – progressing through Planning Permission for development of four new properties utilising the garden in addition to the refurbishment of the property.
  - Horsey Road, West Somerton – being investigated by Equinox Enterprises for additional development and refurbishment.

- 17 and 21 Raleigh Avenue, Great Yarmouth - being evaluated by a specialist in this type of property construction, it is anticipated that information relating to these properties will be brought to the next meeting.

## 2. **INDIVIDUAL PROPERTIES**

- 2.1 Property - 17 West Road, Great Yarmouth void since March 2008 and suffering from significant structural issues. The property has subsidence which has effected the stability of the chimney and therefore this will require removal and associated remedial works to the roof, floor, walls. As part of the refurbishment it is suggested that the layout of the bungalow be slightly amended to provide a full accessible ground floor property fit for purpose. Proposals and drawings are provided at appendix 1

**Needs analysis** – based on the current information held within the Allocation Pool there are a total of 24 applicants waiting for this type of sheltered accommodation.

- 2.2 Property - 30 Exmouth Road, Great Yarmouth void since May 2013 requires general refurbishment. This property is currently a three bedroom, downstairs bathroom property with a bedroom through bedroom access and single brick rear extension. Issues with the property include mould and damp from the single brick extension and therefore the refurbishment is costed to include a rebuild of the rear extension with a conversion to a two bedroom, three person property with upstairs bathroom. Drawings are provided at appendix 2

**Needs analysis** – based on the current information held within the Allocation Pool there are a total of 62 applicants waiting for this type of accommodation in this area of the town.

- 2.3 Property – 2 Coastguard Cottages, King Street, Winterton void since November 2013, extensive refurbishment is required of this three bedroom properties, limited parking. The Council continues to own other properties within this block. Appraisal and drawings are provided at appendix 3

**Needs analysis** – based on the current information held within the Allocation Pool there are a total of 41 applicants waiting for this type of accommodation in a rural area.

- 2.4 Property - 38 Admiralty Road, Great Yarmouth void since May 2016 again this property has a single brick rear extension and would require some remodelling of facilities to provide a two bed three person property. Appraisal and drawings are provided at appendix 4

**Needs analysis** – based on the current information held within the Allocation Pool there are a total of 45 applicants waiting for this type of accommodation in this area of the town.

- 2.5 Property – 54 Harbord Crescent, Great Yarmouth void since February 2017. This property is currently a three bed, downstairs bathroom property with a bedroom through bedroom access the proposal is to remodel to relocate the bathroom to the upstairs and converting to a two bedroom, three person property with upstairs bathroom. Drawing and appraisals are provided at appendix 5.

**Needs analysis** – based on the current information held within the Allocation Pool there are a total of 71 applicants waiting for this type of accommodation in this area of the town.

- 2.6 Property – 103/104 Admiralty Road, Great Yarmouth. This property was previously leased to the Access Community Trust and utilised as a hostel but returned to Community Housing ownership in January 2017. During the period on lease the properties had been used as one 6 bed accommodation although full conversion to one property had not been completed there remained two sets of stairs, two front doors etc. The option being put before the Committee is to formalise the conversion to a six bedroom property for use by Community Housing and fully complete the conversion. This would in real terms remove one property from the Community Housing Asset Register as these remain registered as two three bedroom properties.

Needs analysis – based on the current information held within the Allocation Pool there are a total of 13 applicants waiting for 5 bedroom or larger properties with the average time on the allocation register being in excess of 3 years. Appraisal and drawings are provided at appendix 6.

### 3. **FINANCIAL IMPLICATIONS**

- 3.1 The financial implications for the properties are all significant and this is one of the reasons proposals have taken a significant amount of time to formulate however given the analysis of demand for these properties it is clear that there is a need within the Borough for these types and locations of properties.
- 3.2 Costs in relation to all addresses are listed below, it should be noted that these are currently estimated costs and all works will be tendered to ensure best value is achieved.



| <b>Address</b>                                | <b>Estimated<br/>Cost<br/>£</b> |
|---|---------------------------------|
| 17 West Road, Great Yarmouth                  | 59,869                          |
| 30 Exmouth Road, Great Yarmouth               | 30,900                          |
| 3 Coastguard Cottages, King Street, Winterton | 60,492                          |
| 38 Admiralty Road, Great Yarmouth             | 30,900                          |
| 54 Harbord Crescent, Great Yarmouth           | 69,965                          |
| 103/104 Admiralty Road, Great Yarmouth        | 78,563                          |
| <b>Total</b>                                  | <b>330,689</b>                  |

3.3 The budget for 2017/18 for long term voids is £100k which currently remains unspent it is proposed to request that this budget is rolled forward to incorporate the £100k 2018/19 budget to provide a total budget ability of £200k with additional funds utilised from the Major Void budget as required.

3.4 The above costs are estimated and a full tender process will be undertaken to ensure best value can be achieved.

#### 4. **RISK IMPLICATIONS**

4.1 All of the above properties require significant works to bring them to the 'decent' standard the risk in association with this is that works could prove significantly more costly than anticipated should this be the case further consideration would be requested from Members in relation to the retention of these locations.

#### 5. **CONCLUSIONS**

5.1 Consideration have been given to the sale of these properties rather than refurbishment however it is clear that the sale value of the properties would not facilitate replacement of like for like accommodation and therefore this has been discounted. As is identified in the risk implications should costs for the proposed refurbishments be higher than anticipated further consideration will be given to this option.

## 6. **RECOMMENDATIONS**

6.1 To carry forward the 2017/18 budget to provide funding of £200k in the 2018/19 budget to undertake repair and redevelopment proposals as detailed on the identified properties.

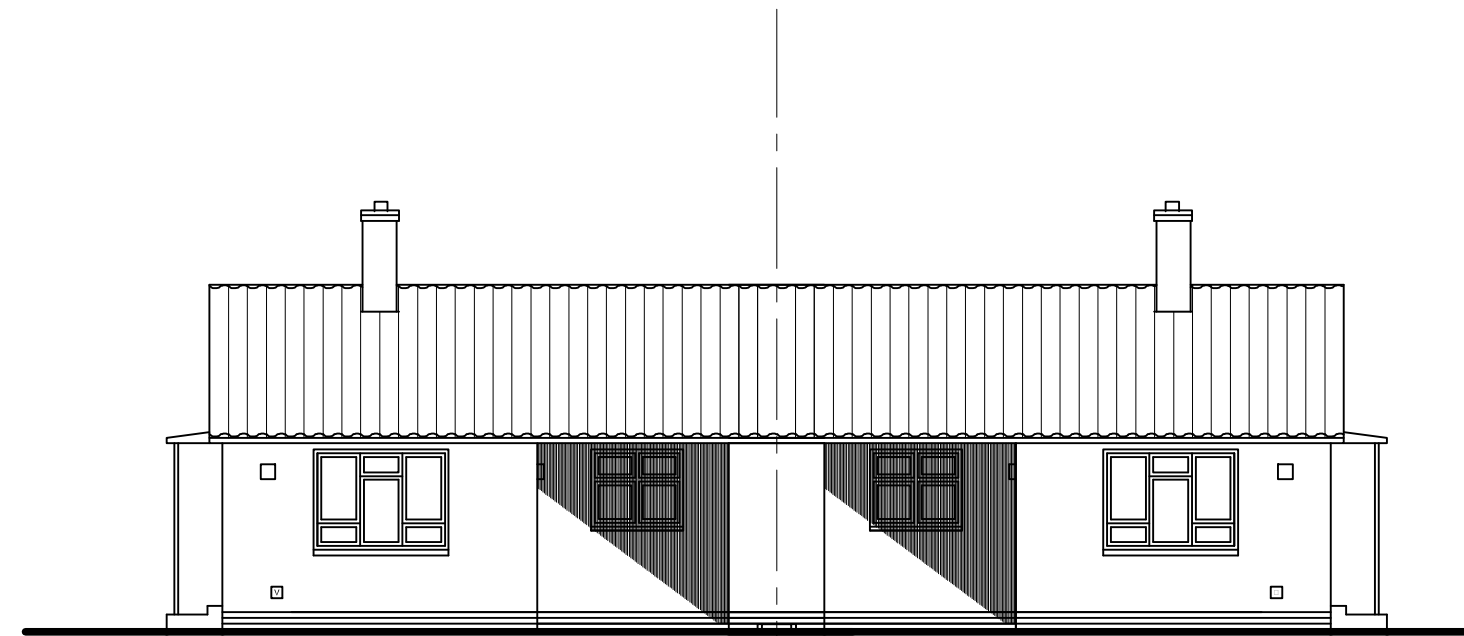
6.2 To utilise the Major Voids budget for any shortfall in funding.

6.3 With the approval of Committee a full tendering process will commence if costs and works are in line with this report refurbishments will commence however if tenders identify any increase in costs information will come back to Committee for further consideration prior to works being undertaken.

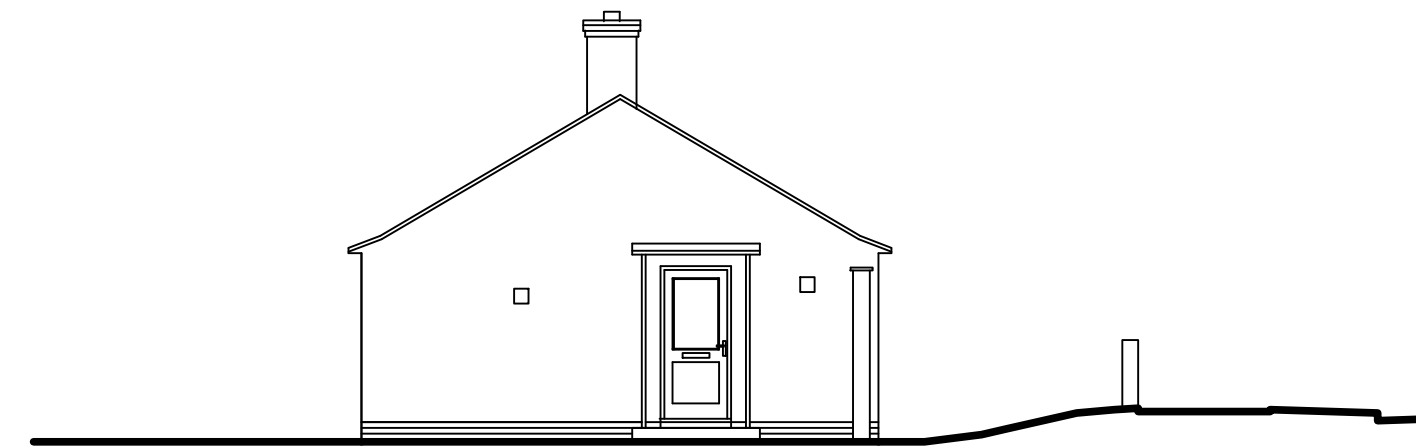
## 7. **BACKGROUND PAPERS**

Appraisal documentation from GYNorse  
Current and proposed plans  
Allocation Pool needs analysis

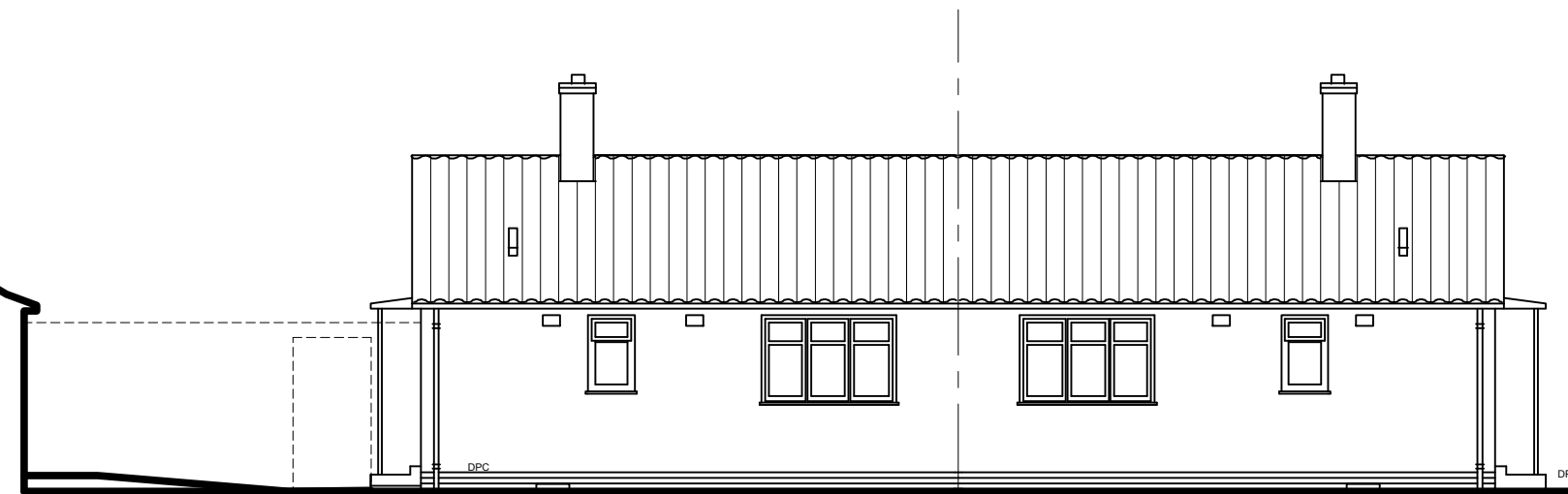
| <b>Area for consideration</b>                   | <b>Comment</b>          |
|---|-------------------------|
| Monitoring Officer Consultation:                | None                    |
| Section 151 Officer Consultation:               | None                    |
| Existing Council Policies:                      |                         |
| Financial Implications (including VAT and tax): | Considered and included |
| Legal Implications (including human rights):    | None                    |
| Risk Implications:                              | Considered and included |
| Equality Issues/EQIA assessment:                | None                    |
| Crime & Disorder:                               | None                    |
| Every Child Matters:                            | None                    |



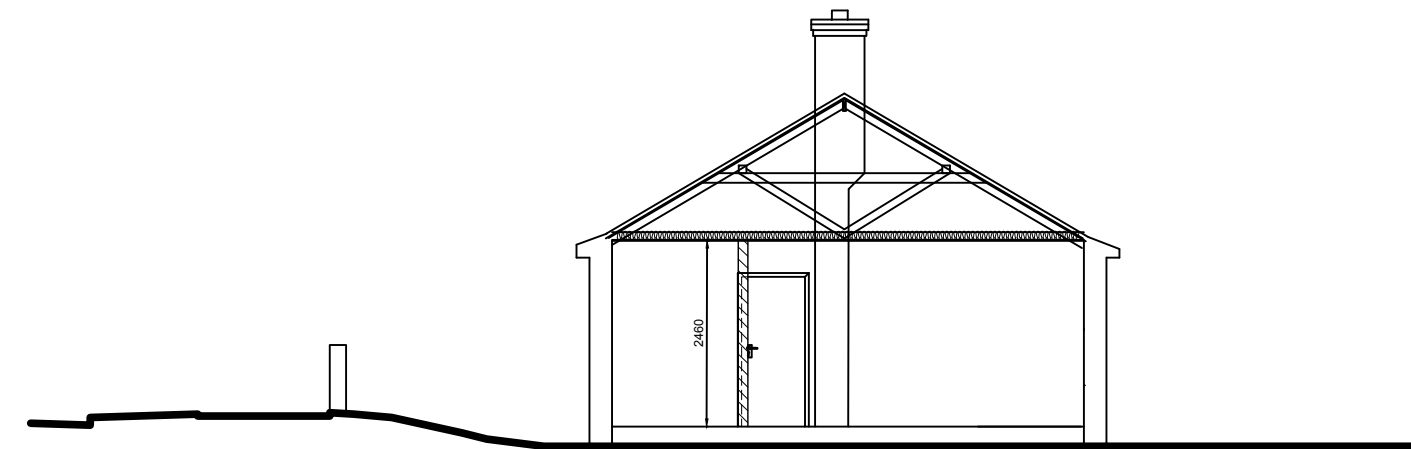
West Rear Elevation 17 West Road



Side elevation South 17 West Road



East Front Elevation 17 West Road



Section A - A Looking West

## Existing Elevations and Section

### Legend

Note:  
All dimensions are in millimeters unless stated otherwise.

### Great Yarmouth Norse Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



#### PROJECT NAME

Refurbishment,  
17 West Road,  
Great Yarmouth, NR30 1DQ.

#### CLIENT

GREAT YARMOUTH COMMUNITY HOUSING

#### DRAWING TITLE

Existing elevations & section

SCALE  
1:100

DATE  
Feb 2017

#### PROJECT NO.

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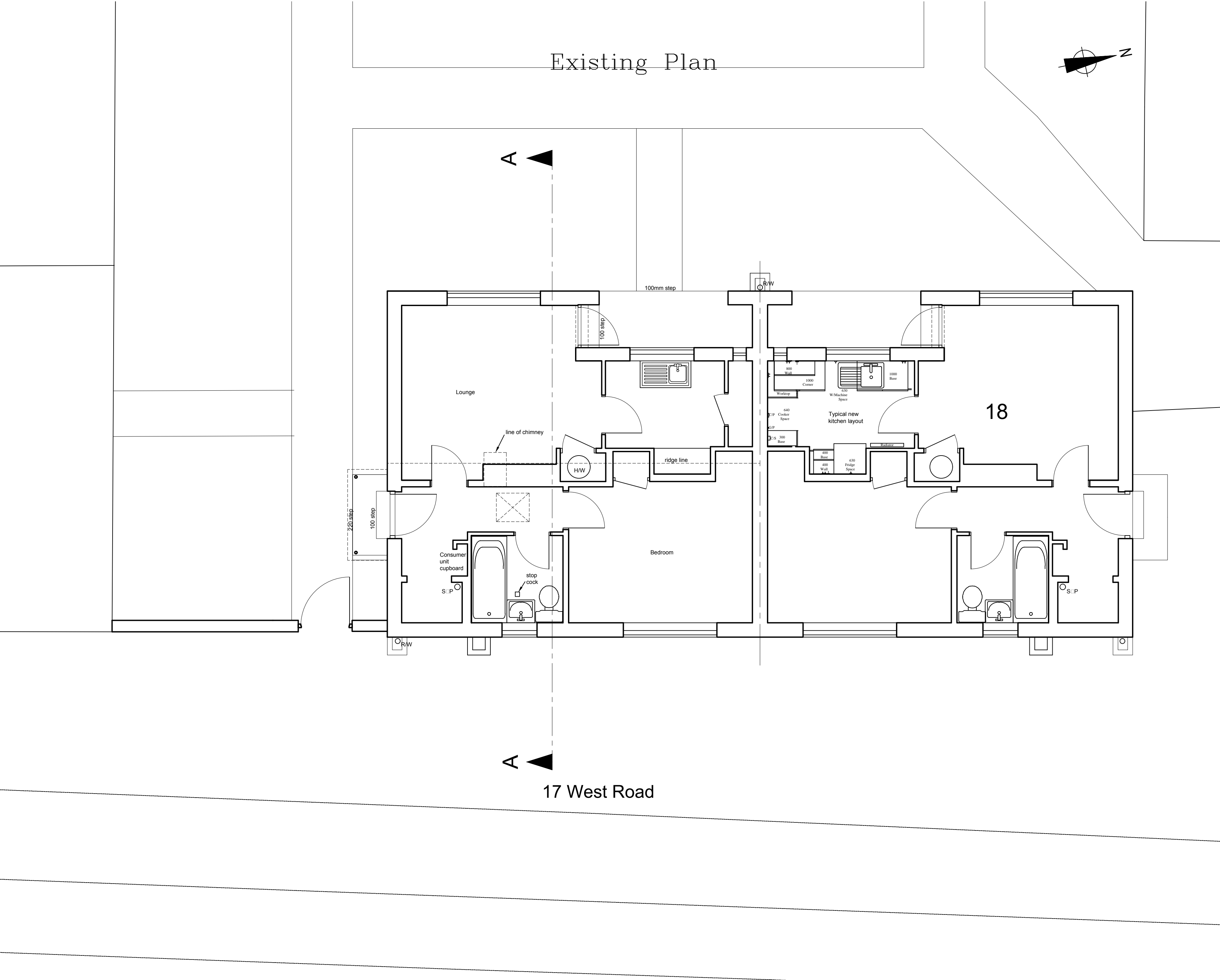
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Legend

Note:

All dimensions are in millimeters unless stated otherwise.

Great Yarmouth Norse  
Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



PROJECT NAME  
Refurbishment,  
17 West Road,  
Great Yarmouth, NR30 1DQ.

CLIENT  
GREAT YARMOUTH COMMUNITY HOUSING

DRAWING TITLE  
Existing Floor Plans

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Feb 2017

PROJECT NO.  
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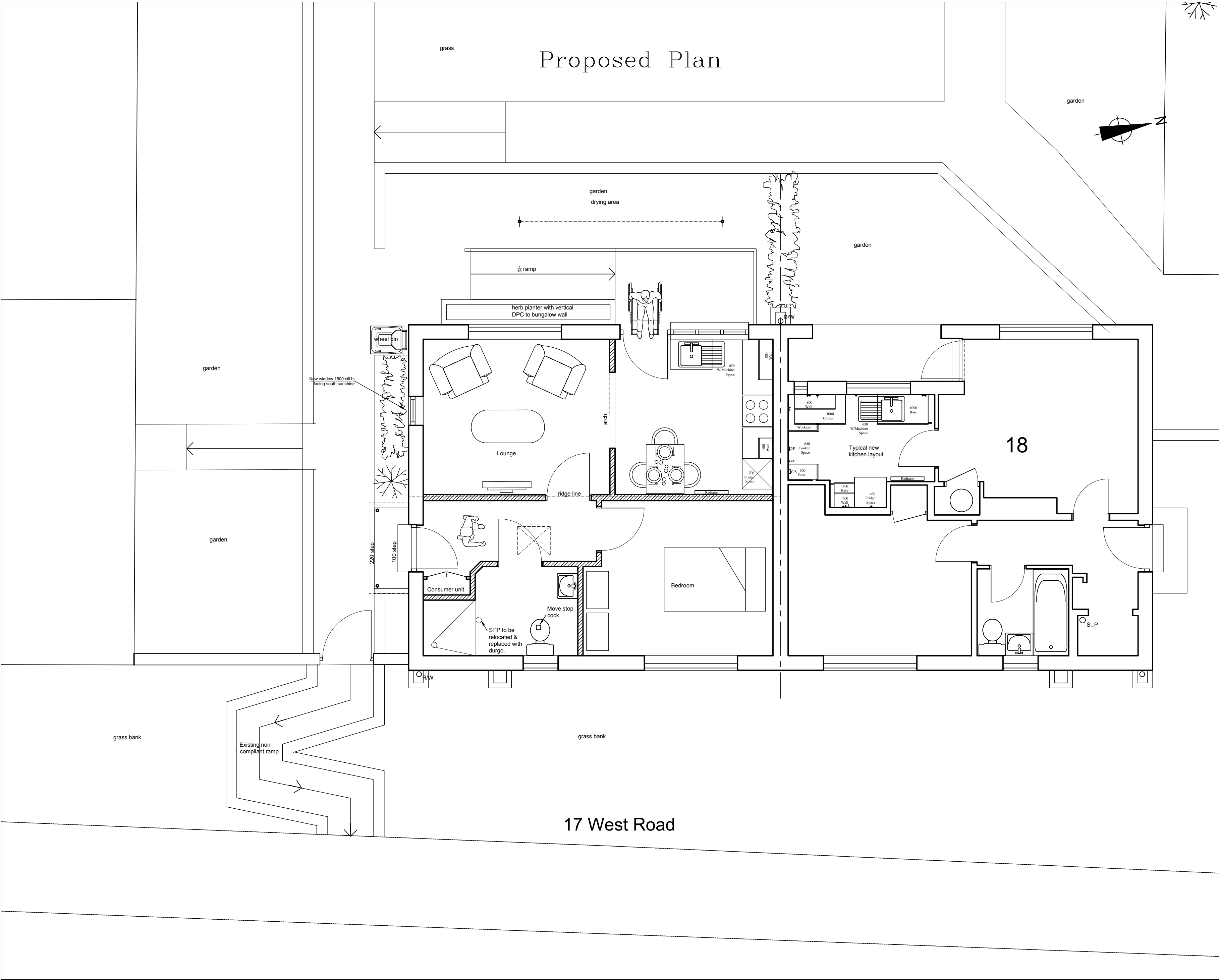
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SO2

REVISION

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Legend

Note:

All dimensions are in millimeters unless stated otherwise.

Great Yarmouth Norse  
Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



PROJECT NAME

Refurbishment,  
17 West Road,  
Great Yarmouth, NR30 1DQ.

CLIENT

GREAT YARMOUTH COMMUNITY HOUSING

DRAWING TITLE

Proposed mobility plan

SCALE

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Feb 2017

PROJECT NO.

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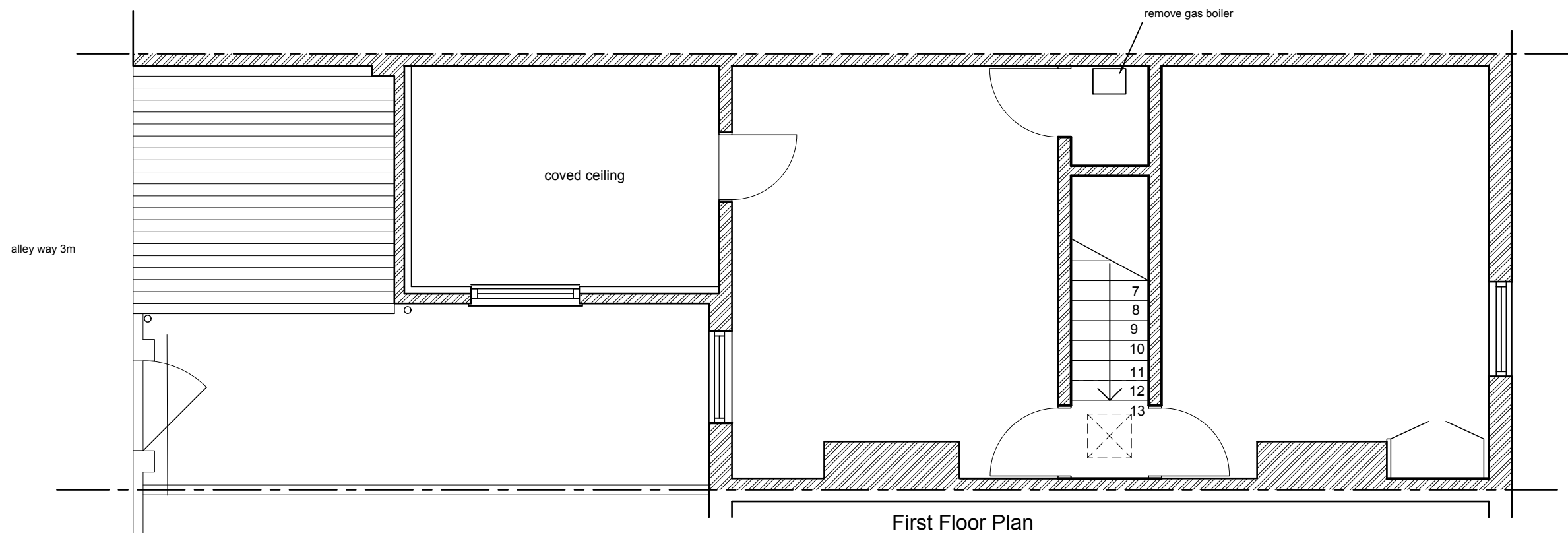
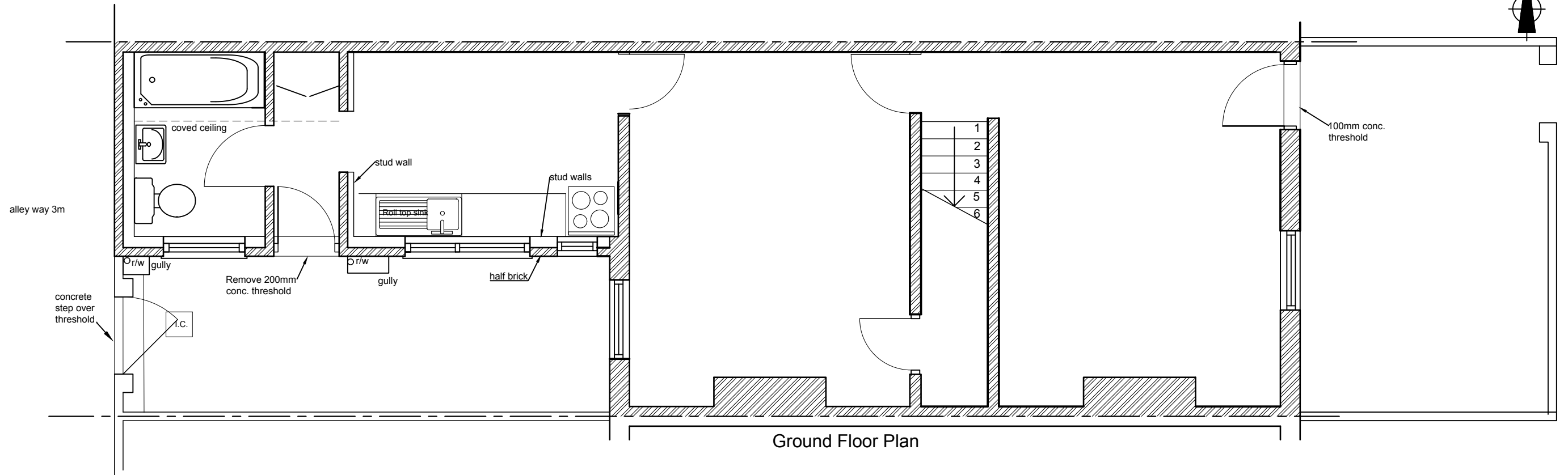
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SO5

REVISION

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|           |  |      |
|           |  |      |

# Existing 3 bed layout



## PROJECT NAME

30 Exmouth Road,  
Great Yarmouth,  
NR30 3DN.

## CLIENT

Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

## DRAWING TITLE

Existing Ground & 1st Floor Plan

## Scale

1:50

Drawn by  
BGL

## Project No:

Dwg 01

Rev:

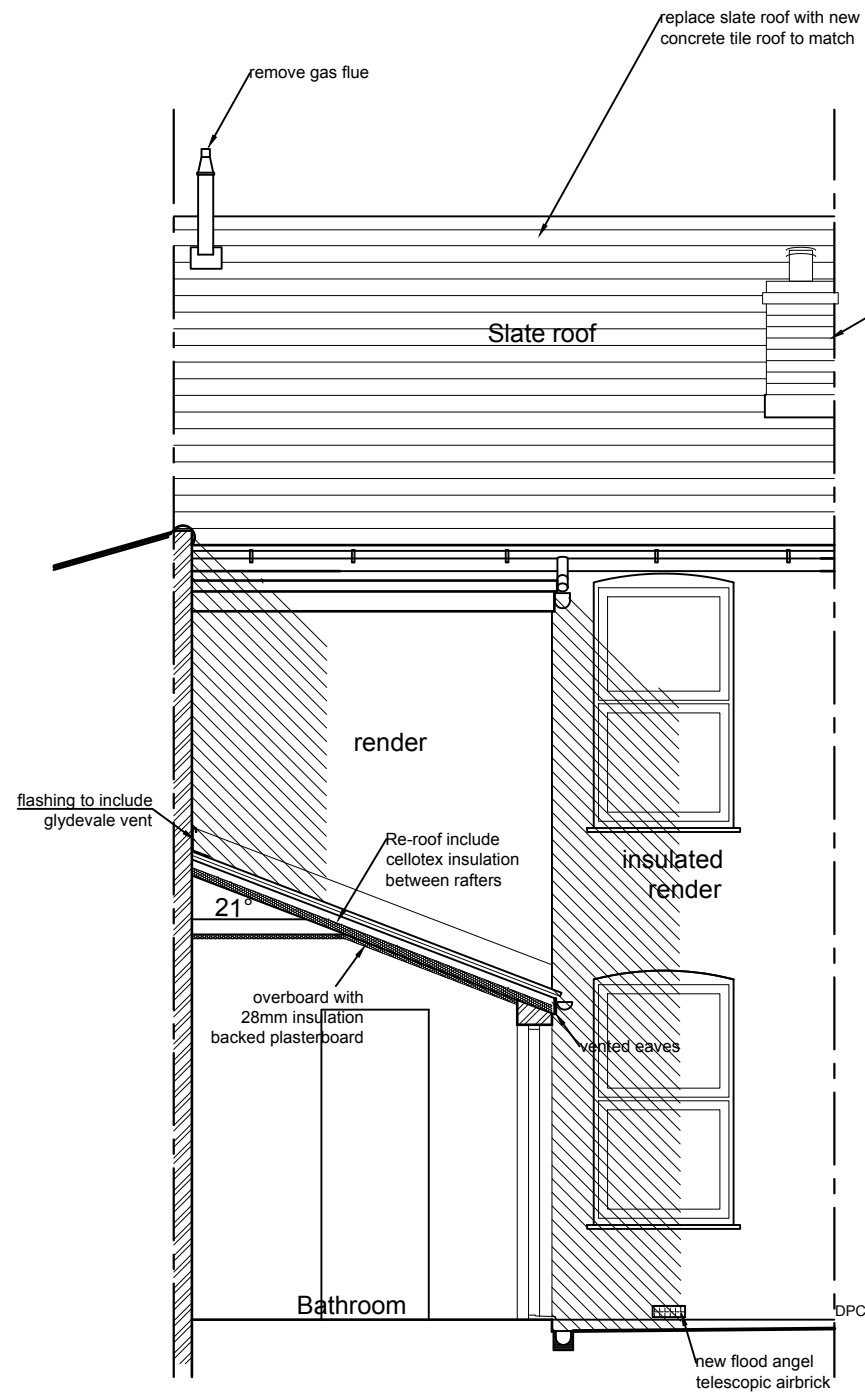
Great Yarmouth Norse Asset Management Services

Novus Centre, The Conge, Great - Yarmouth, NR30 1NA

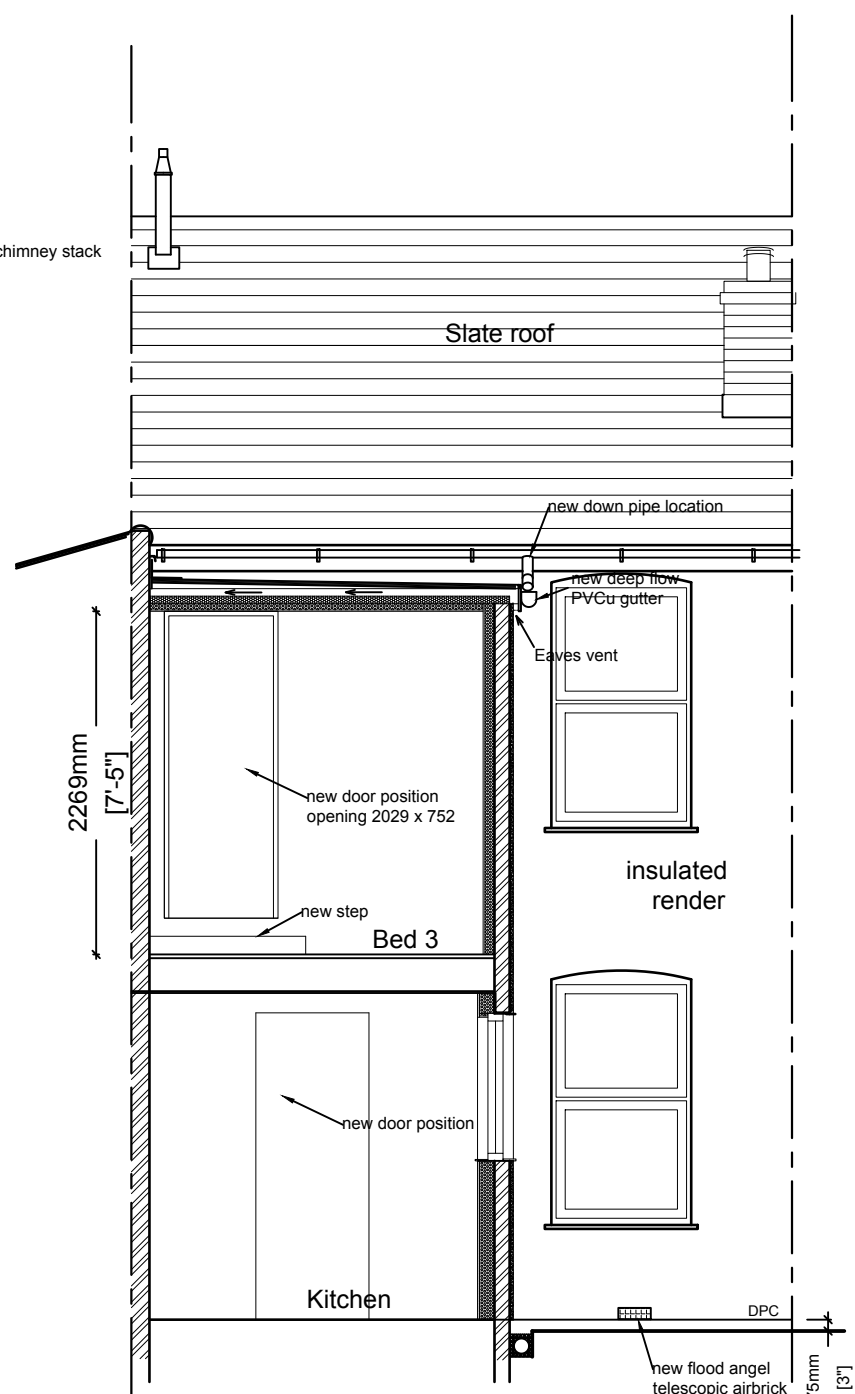




Option 1 Three bed 4 Person  
(Refurbish and new roofs)



East Elevation



Section

PROJECT NAME

30 Exmouth Road,  
Great Yarmouth,  
NR30 3DN.

CLIENT

Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

DRAWING TITLE

Proposed elevations option 1  
refurbish and new roofs

Scale  
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Project No:

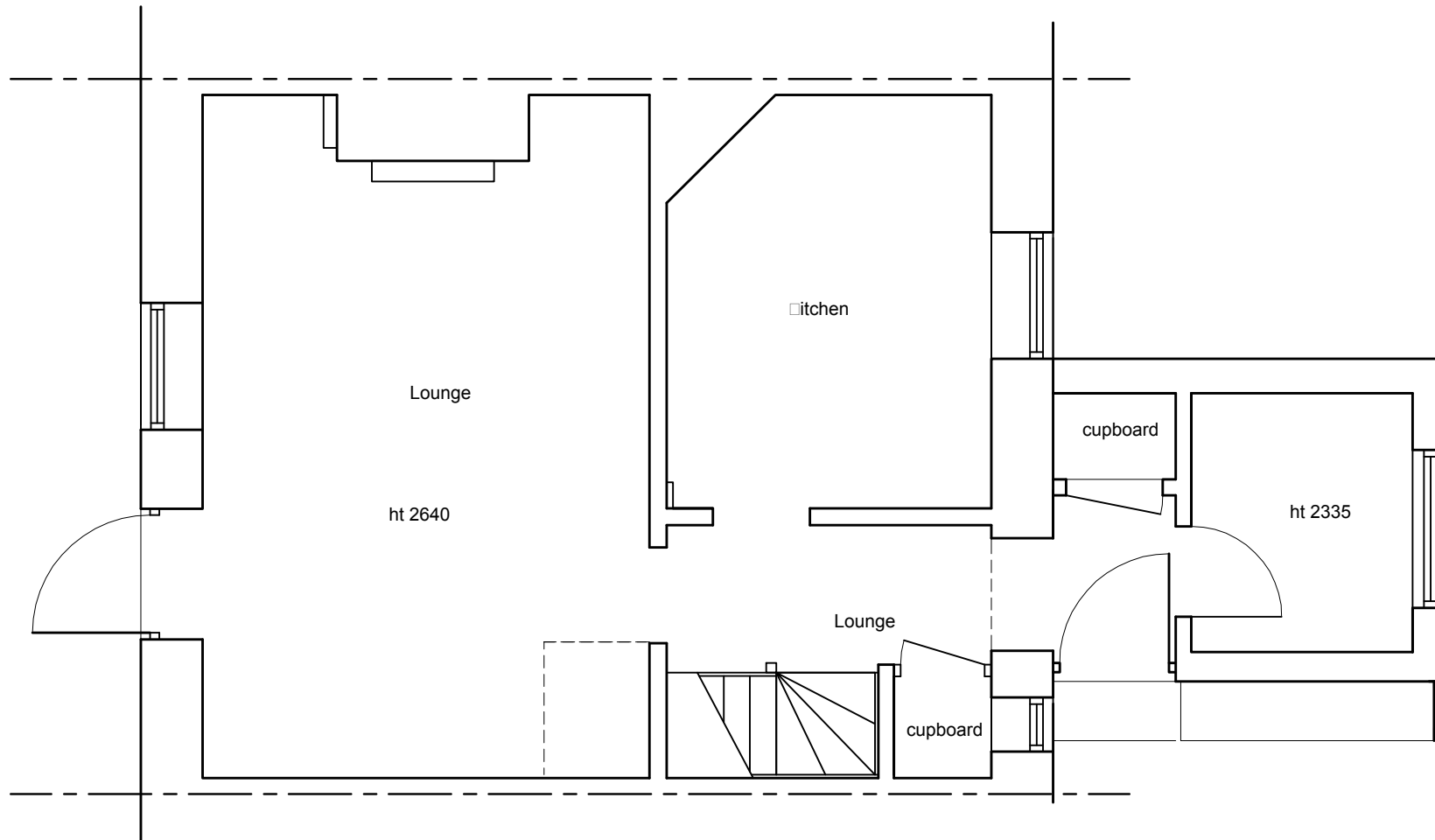
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Rev:

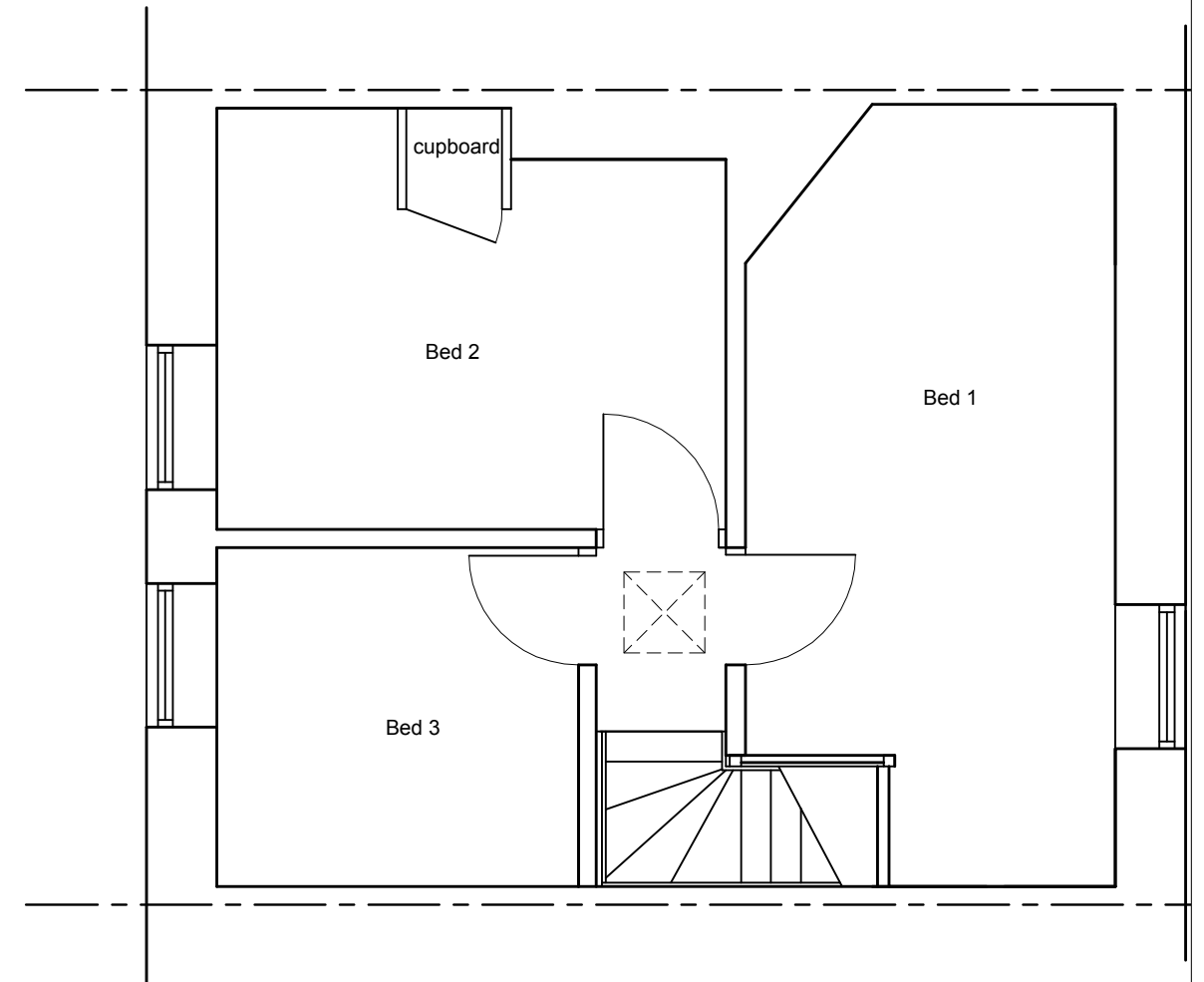
Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA







Ground Floor Plan



First Floor Plan

**PROJECT NAME**  
2 Coastguard Cottages  
Winterton  
NR29 4AT

**CLIENT**  
Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

**DRAWING TITLE**  
Existing Ground & 1st Floor Plan

Scale  
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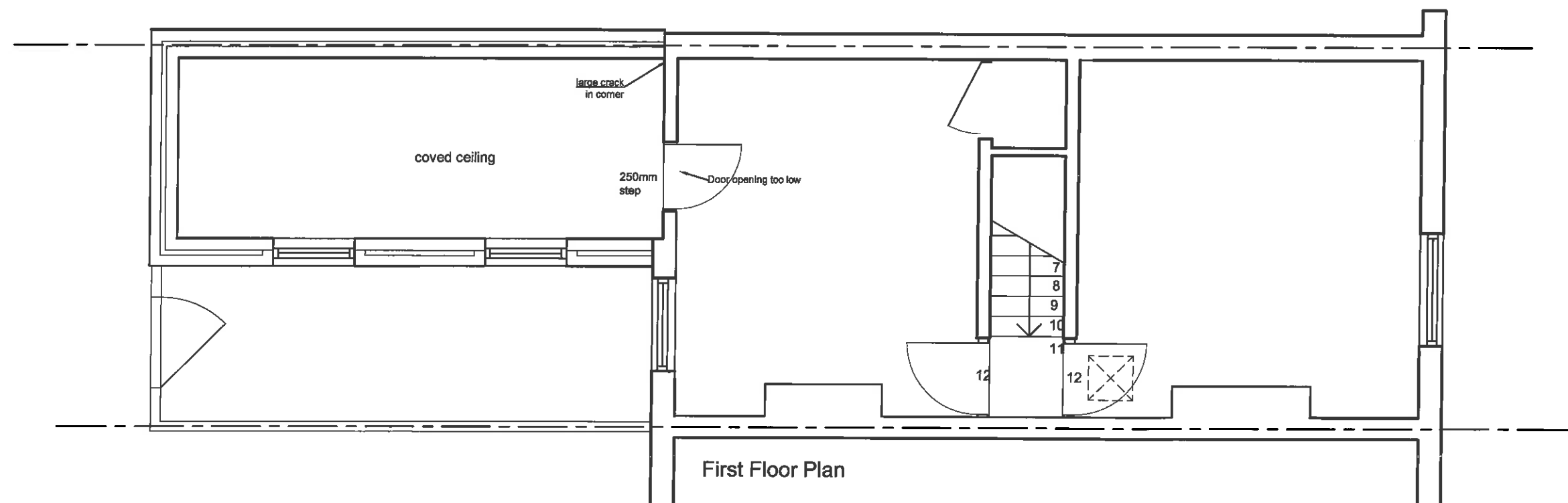
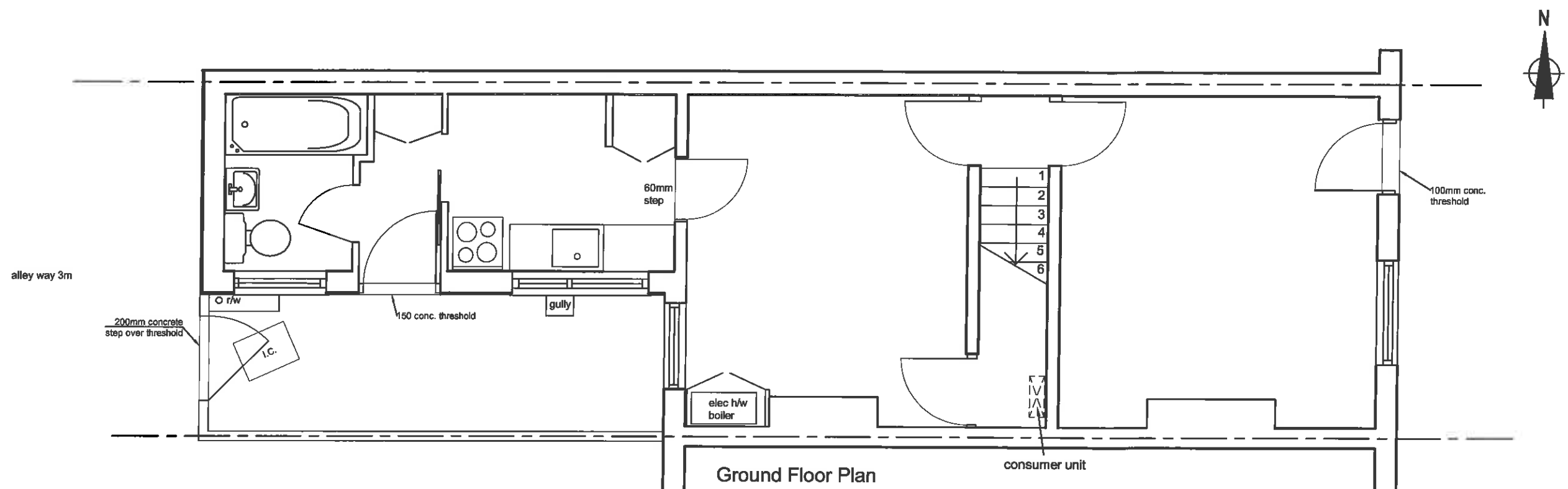
Project No:

Dwg 01

Rev:

Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA





**PROJECT NAME**  
38 Admiralty Road,  
Great Yarmouth,  
NR30 3DQ.

**CLIENT**  
Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

**DRAWING TITLE**  
Existing Ground & 1st Floor Plan

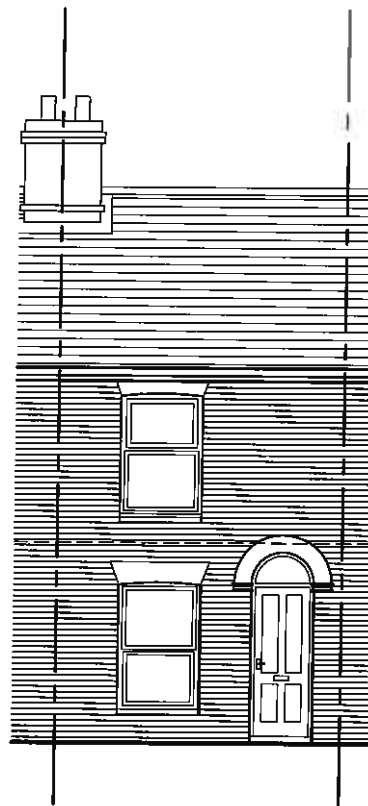
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Project No:

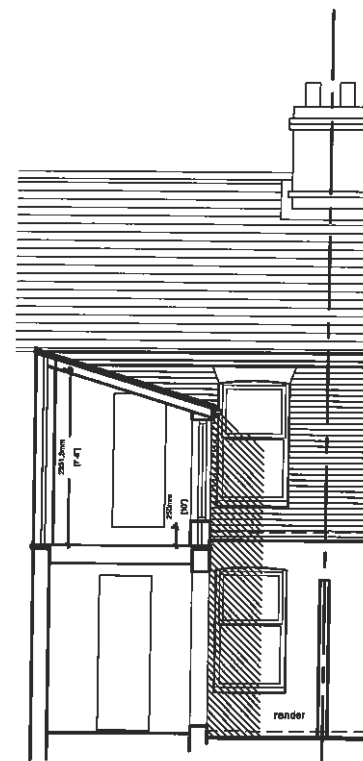
Dwg 01

Rev:

Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA



North East Elevation



South East Elevation



South Elevation

**PROJECT NAME**  
38 Admiralty rd  
Great Yarmouth,  
NR30 3DQ.

**CLIENT**  
Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

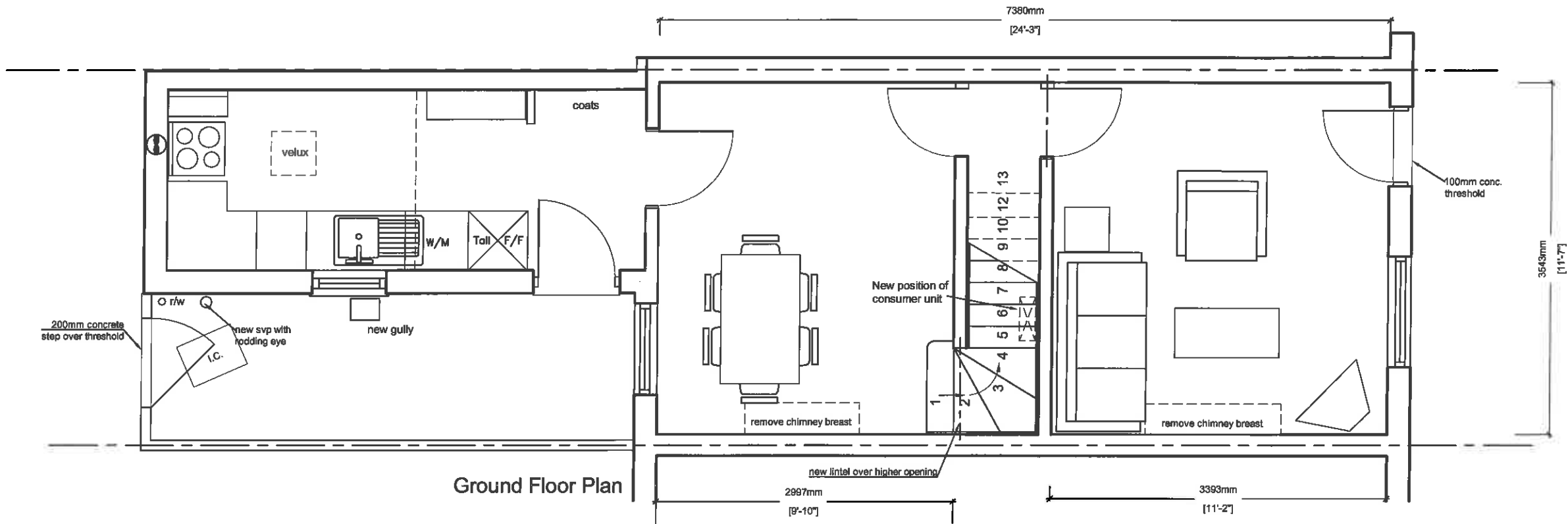
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Existing Elevations

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Page 43 of 119  
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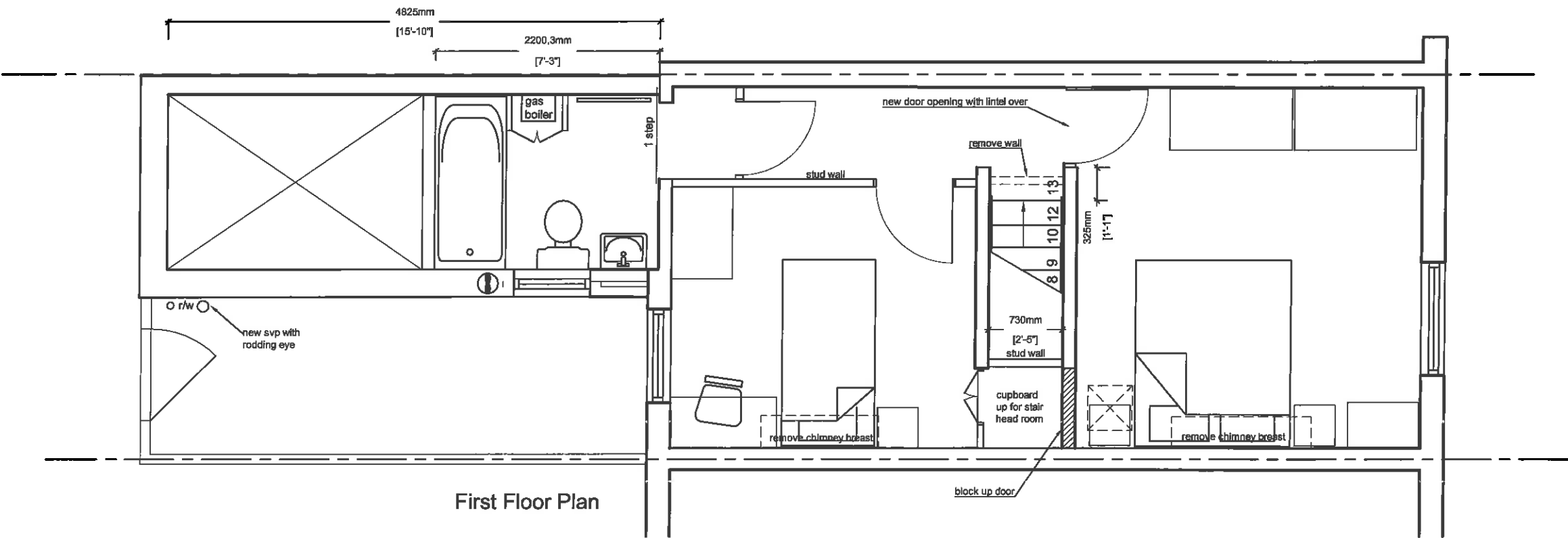
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Dwg 02 Rev:

Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA

Option 3 Two bed 3 Person (new extension)



Ground Floor Plan



First Floor Plan

**PROJECT NAME**  
38 Admiralty rd  
Great Yarmouth,  
NR30 3DQ.

**CLIENT**  
Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

**DRAWING TITLE**  
proposed Plans option 3  
new extension

Scale  
1:50  
Page 44 of 119  
Drawn by  
BGL

Project No:  
Dwg 07 Rev:

Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA

Option 3 Two bed 3 Person  
(new extension)

remove chimney No 39 in  
agreement and has already  
removed chimney breasts

Marley PVCu  
coloured cladding

28.0° min

render

Block work with  
render over

render

render

West Elevation

North Elevation

**PROJECT NAME**  
38 Admiralty rd  
Great Yarmouth,  
NR30 3DQ.

**CLIENT**  
Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

**DRAWING TITLE**  
Proposed elevations option 3  
new extension

Scale  
1:50  
Drawn by  
BGL

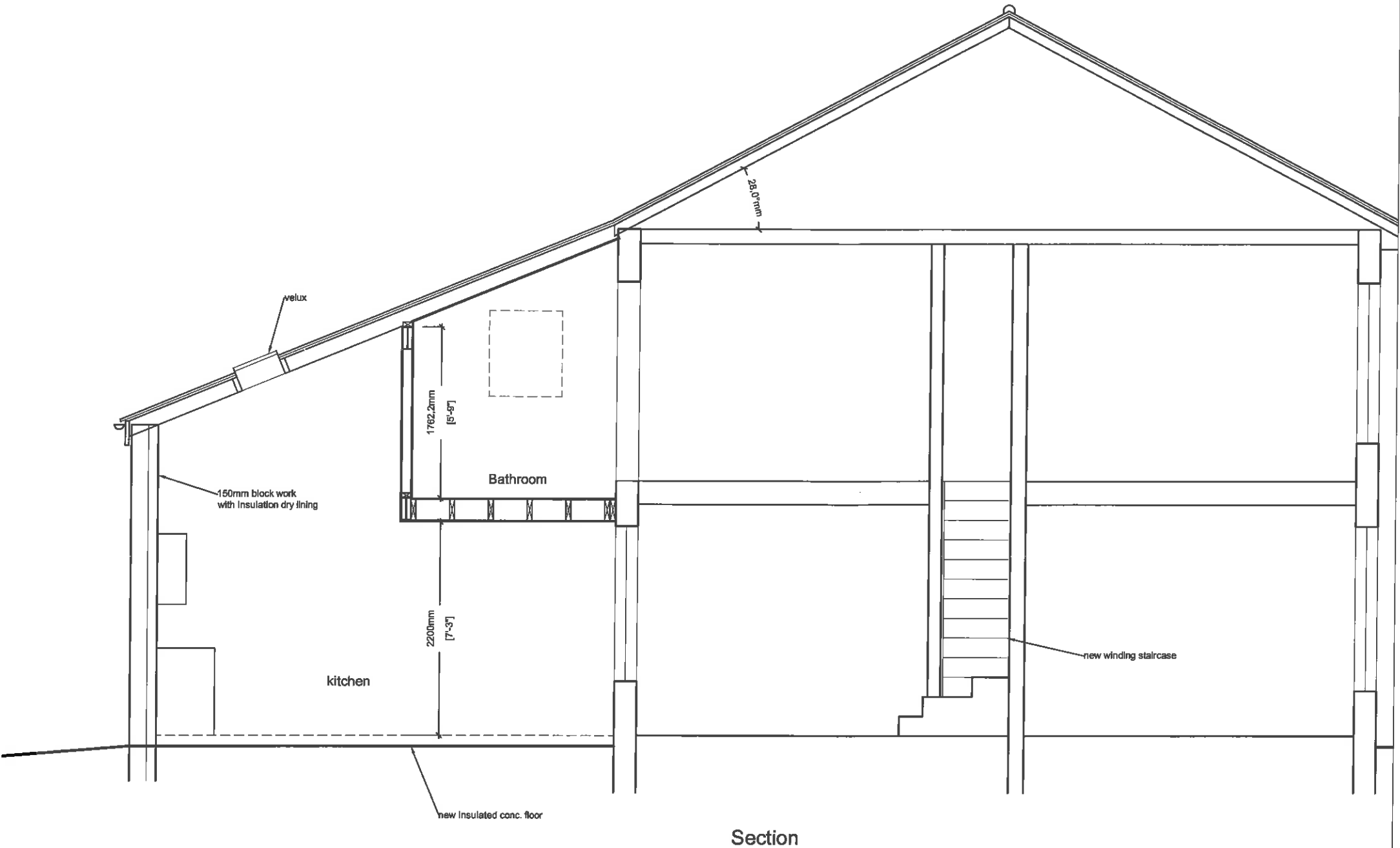
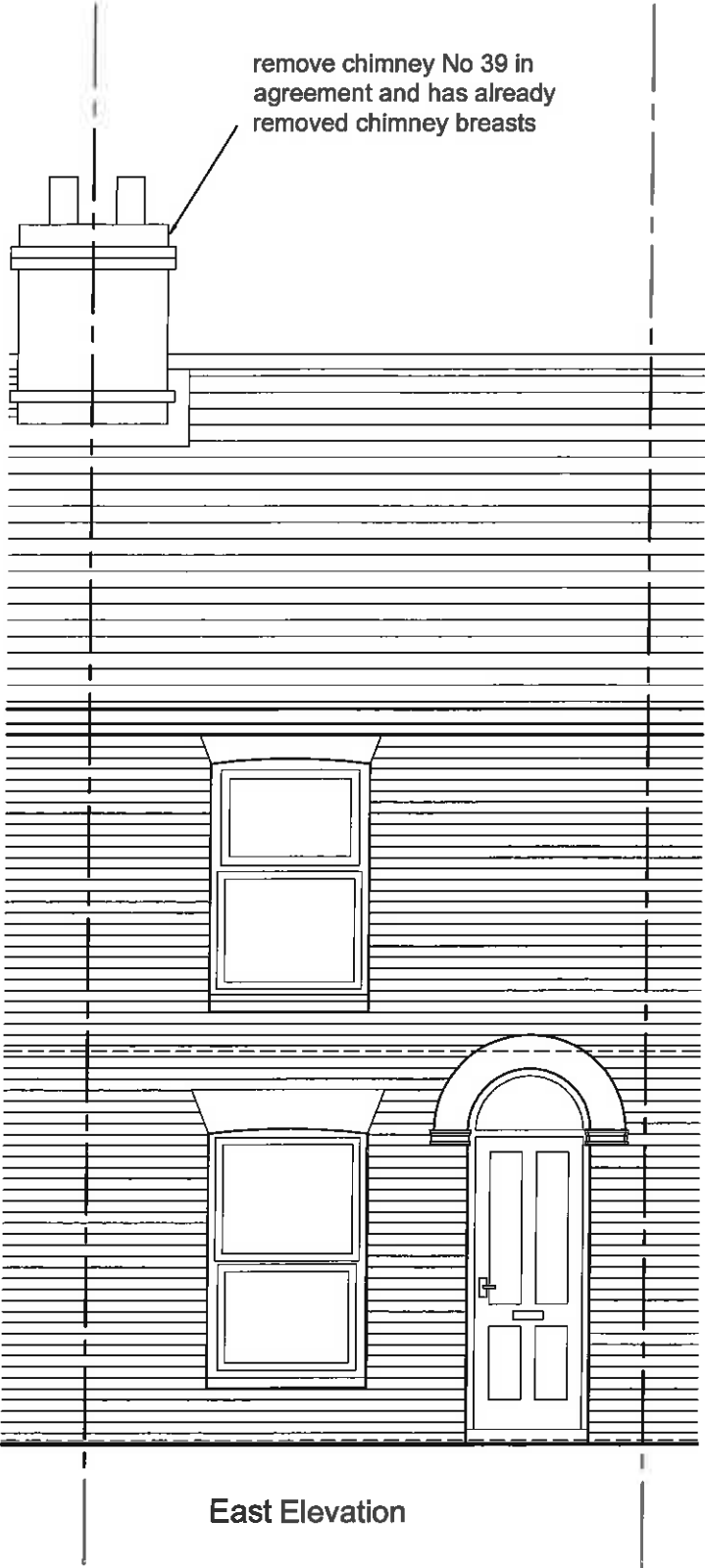
Project No:

Dwg 08

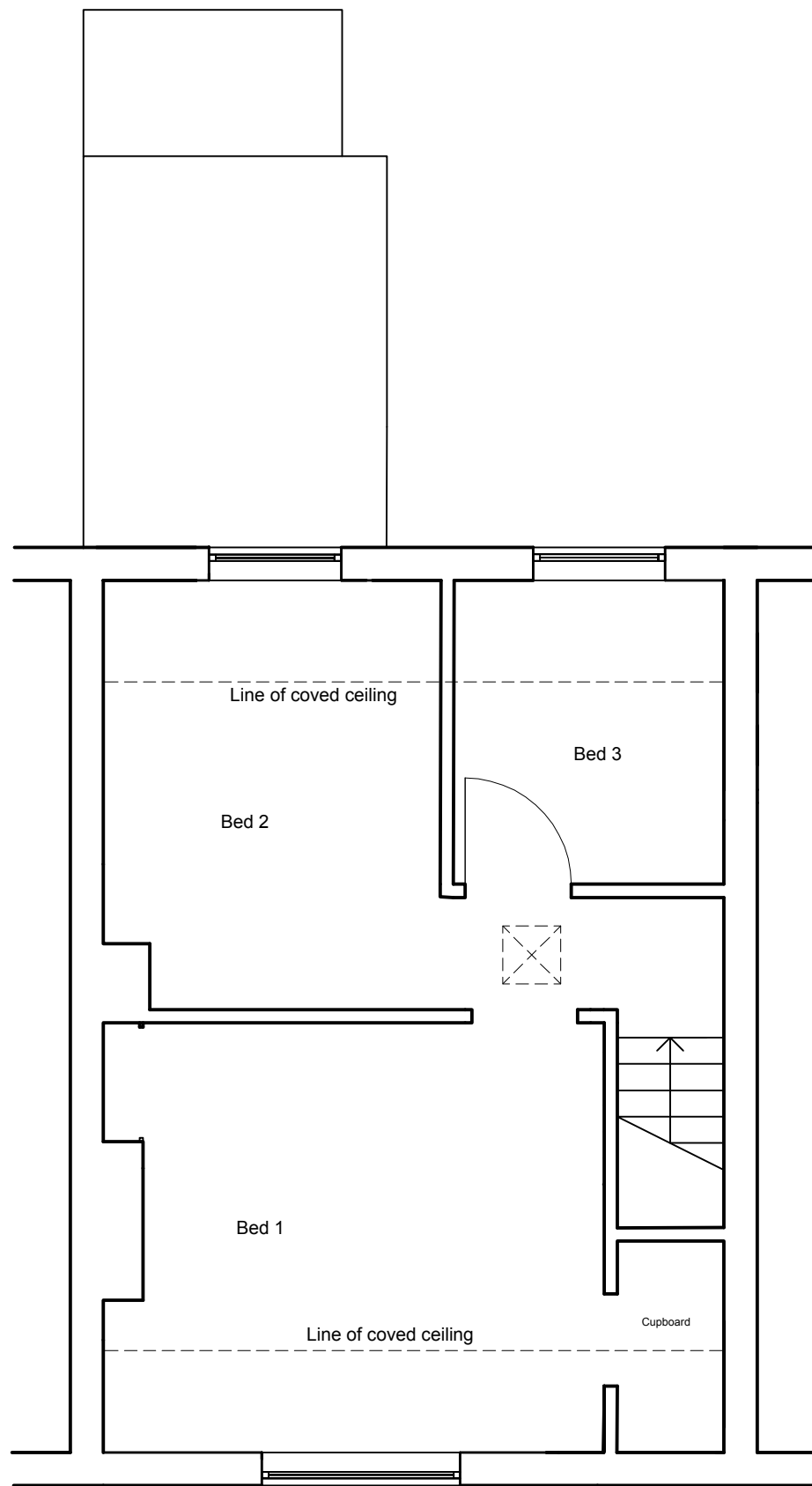
Rev:

Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA

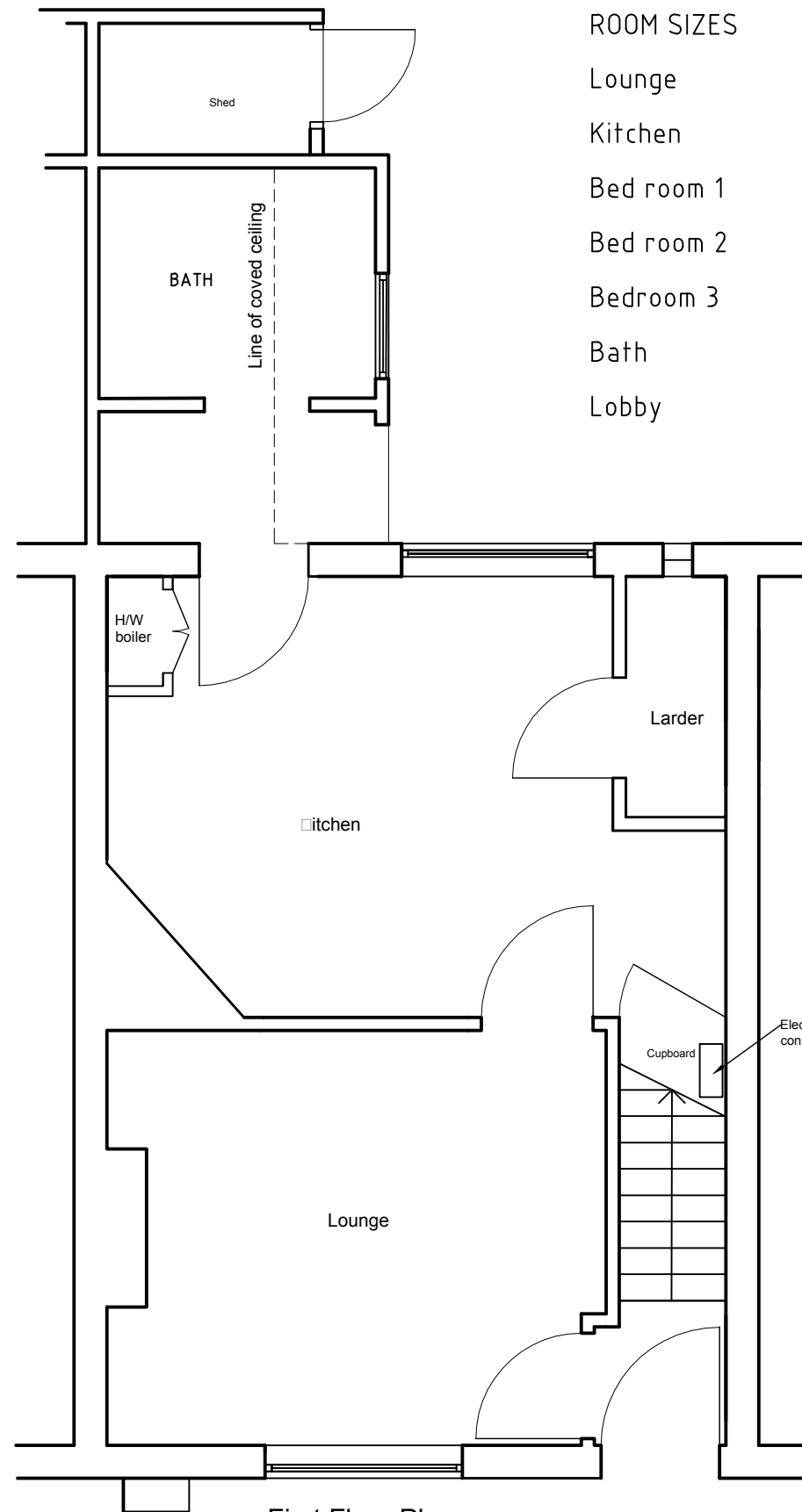
Option 3 Two bed 3 Person  
(new extension)



|  |  |   |  |                                     |   |
|--|--|---|--|-------------------------------------|---|
| <b>PROJECT NAME</b><br>38 Admiralty rd<br>Great Yarmouth,<br>NR30 3DQ. | <b>CLIENT</b><br>Great Yarmouth Community Housing,<br>Greyfriars House, Greyfriars Way,<br>Great Yarmouth, NR30 2QE. | <b>DRAWING TITLE</b><br>Proposed elevations option 3<br>new extension | Scale<br>1:50<br>Page 46 of 119<br>Drawn by<br>BGL | Project No:<br><br>Dwg 09      Rev: | Great Yarmouth Norse Asset Management Services<br>Novus Centre, The Conge, Great - Yarmouth, NR30 1NA |
|--|--|---|--|-------------------------------------|---|



Ground Floor Plan



First Floor Plan

# ROOM SIZES

|            |               |                    |
|------------|---------------|--------------------|
| Lounge     | 3.9m x 3.05m  | ( 12' 10" x 10' )  |
| Kitchen    | 4.75m x 3.35m | ( 15' 7" x 11' )   |
| Bed room 1 | 3.9m x 3.05m  | ( 12' 10" x 10' )  |
| Bed room 2 | 3.35m x 2.6m  | ( 11' x 8' 6" )    |
| Bedroom 3  | 2.1m x 2.45   | ( 6' 11" x 8' )    |
| Bath       | 2.1m x 1.70m  | ( 6' 11" x 5' 7" ) |
| Lobby      | 2.15m x 1.0m  | ( 7'1" x 3' 3" )   |



## PROJECT NAME

54 Harbord Crescent  
Great Yarmouth,  
NR30 3EL.

## CLIENT

Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

## DRAWING TITLE

Existing Ground & 1st Floor Plan

Scale  
1:50

Drawn by  
BGL

Project No:

Dwg 01

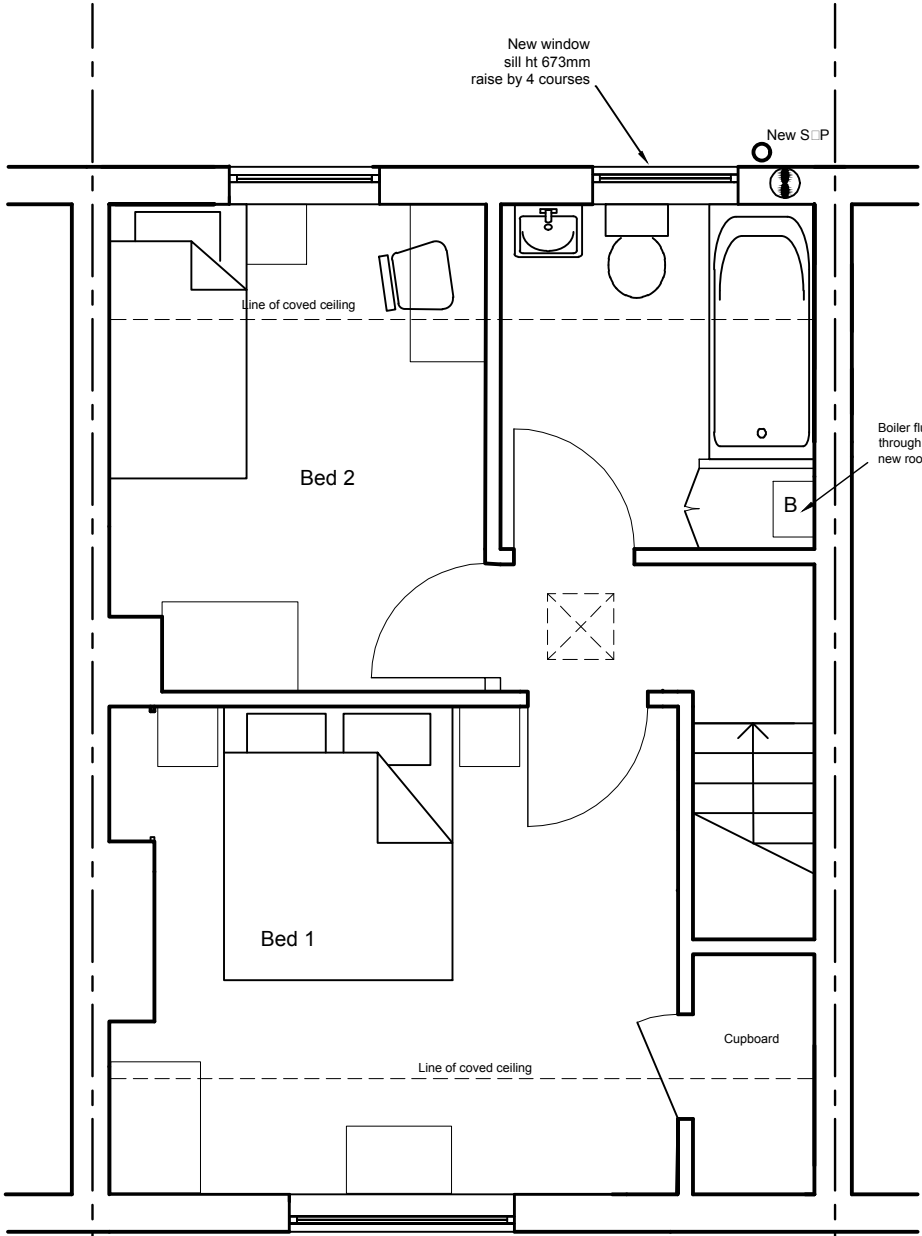
Rev:

Great Yarmouth Norse Asset Management Services

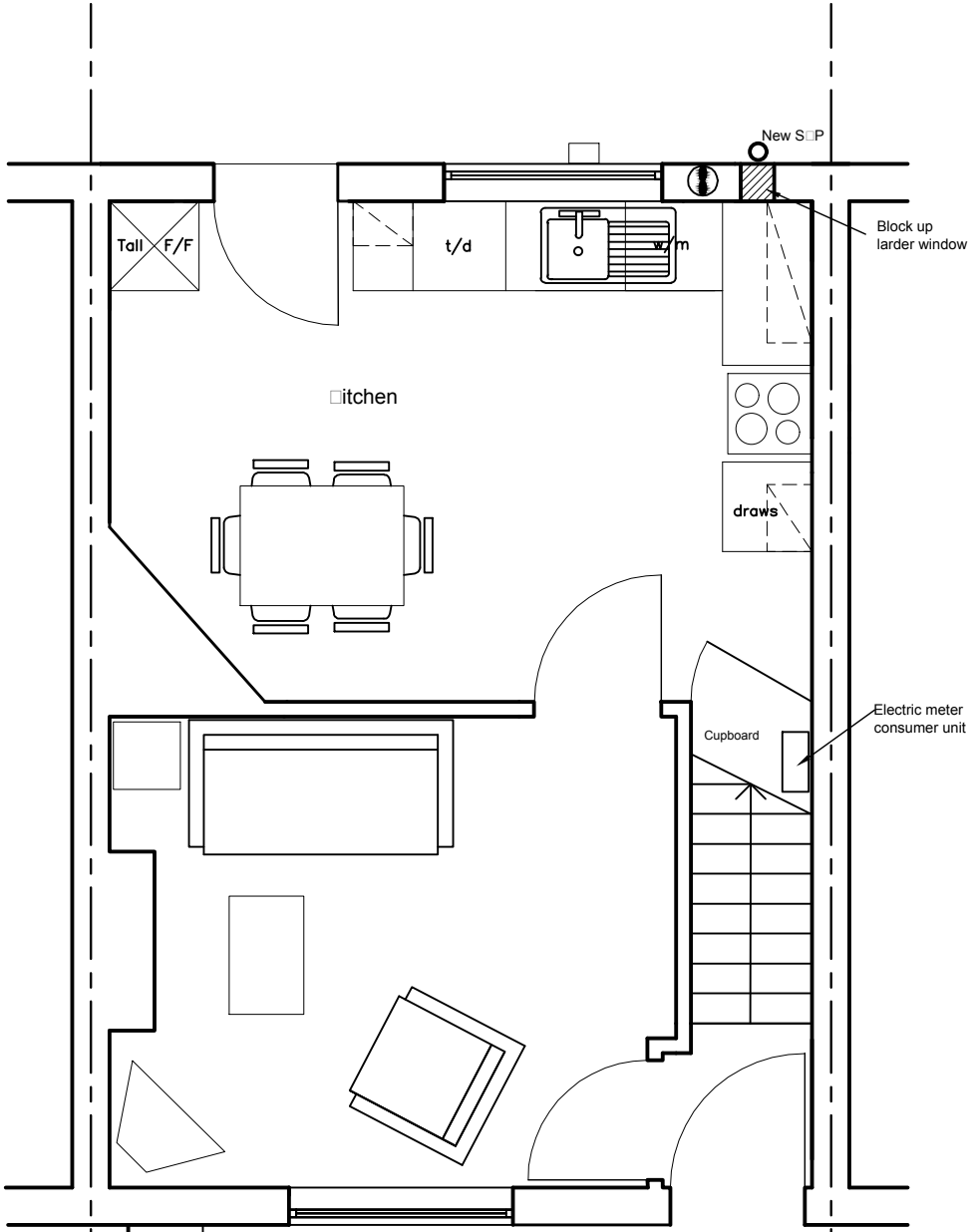
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA



Two bed 3 Person  
(Demolish rear addition)



First Floor Plan



Ground Floor Plan

**PROJECT NAME**  
54 Harbord Crescent  
Great Yarmouth,  
NR30 3EL

**CLIENT**  
Great Yarmouth Community Housing,  
Greyfriars House, Greyfriars Way,  
Great Yarmouth, NR30 2QE.

**DRAWING TITLE**  
proposed Plans  
demolish rear addition

Scale  
1:50  
Drawn by  
BGL

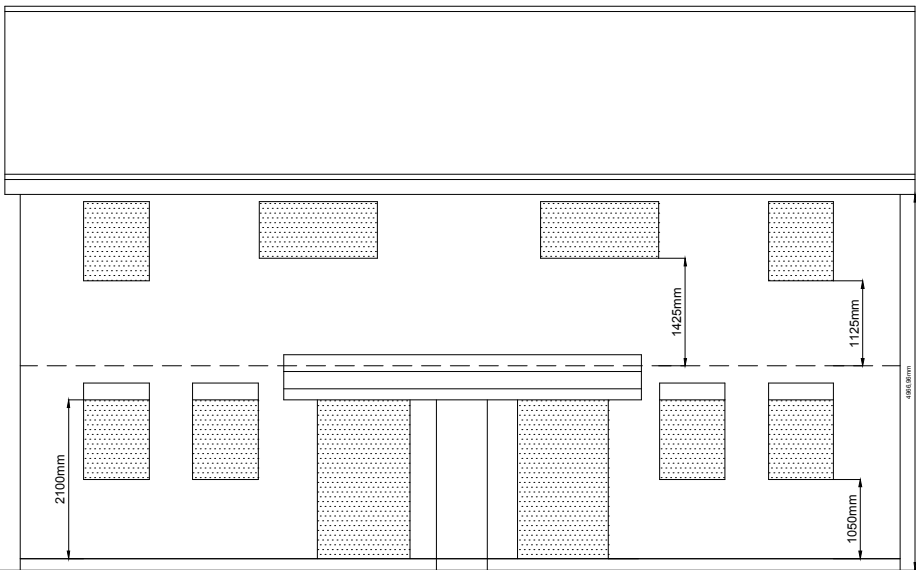
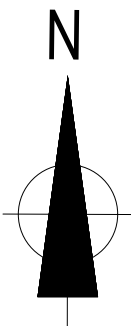
Project No:  
Dwg 05 Rev:

Great Yarmouth Norse Asset Management Services  
Novus Centre, The Conge, Great - Yarmouth, NR30 1NA

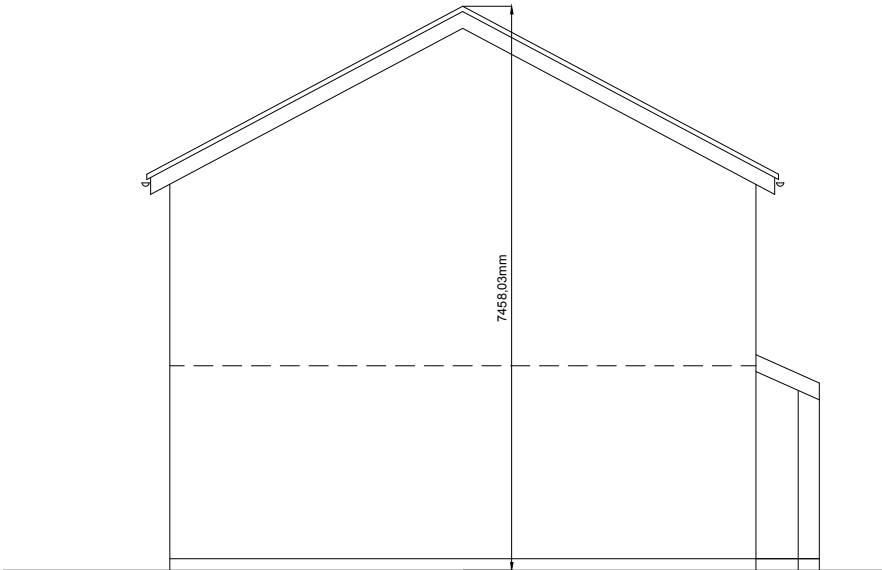




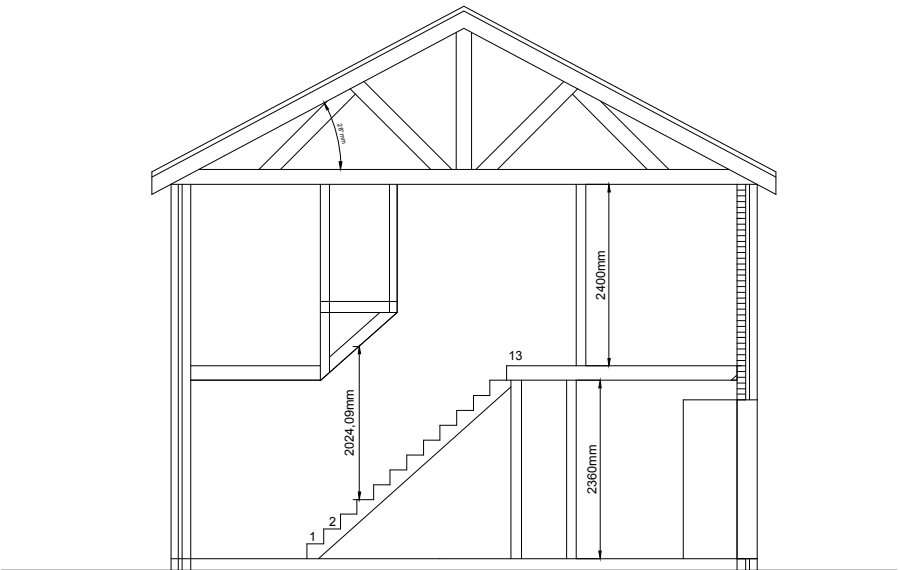
Existing Refuge House Elevations and Section



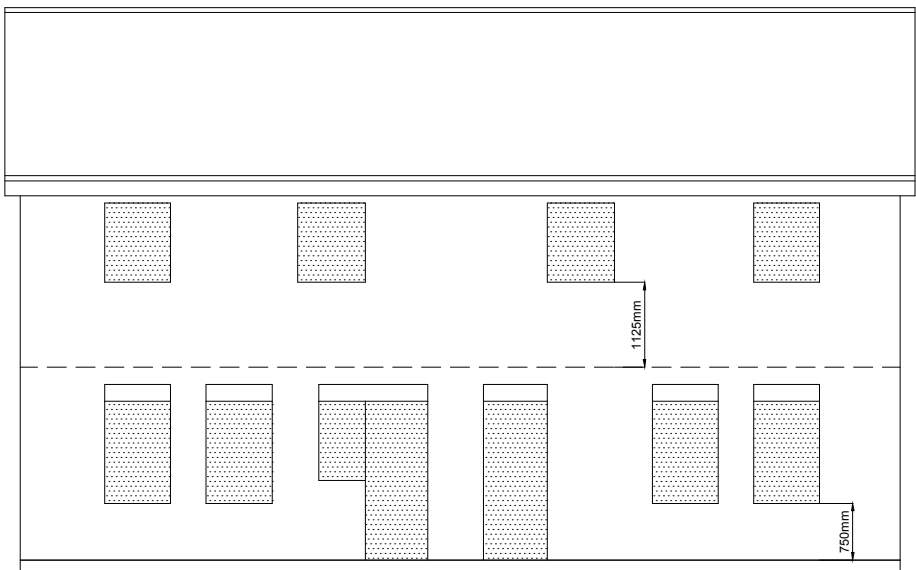
North Elevation



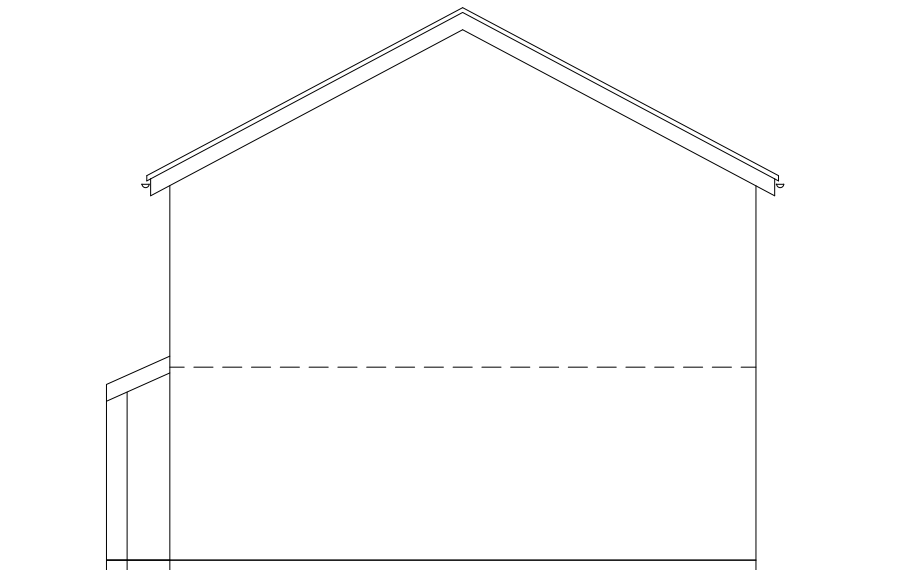
East Elevation



Section A - A



South Elevation



West Elevation

Existing Elevations

Legend

Note:  
All dimensions are in millimeters unless stated otherwise.

Great Yarmouth Norse  
Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



PROJECT NAME  
103 - 104 Admiralty Road,  
Great Yarmouth, NR30 3DS.

CLIENT  
GREAT YARMOUTH COMMUNITY HOUSING

DRAWING TITLE  
Existing elevations & section

SCALE  
1:100

DATE  
Feb 2017

PROJECT NO.  
.....

DRAWN  
BGL

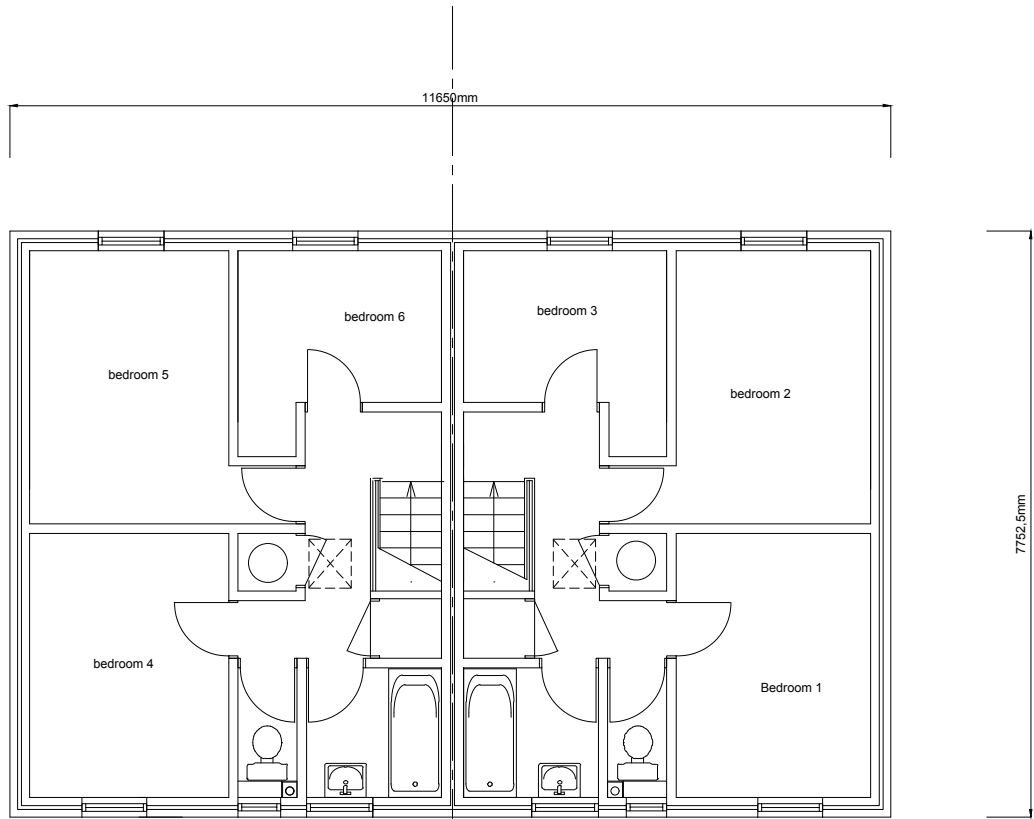
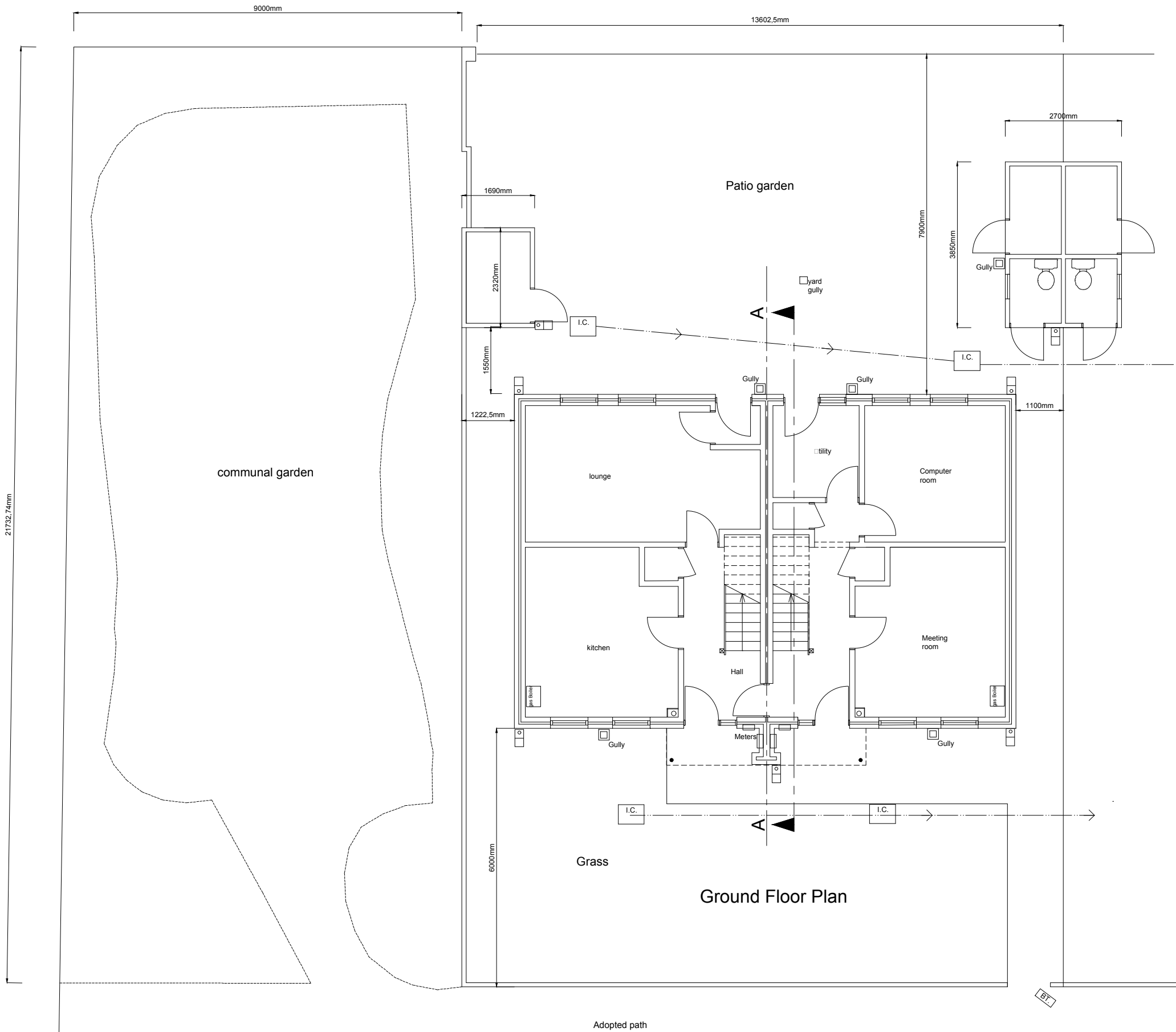
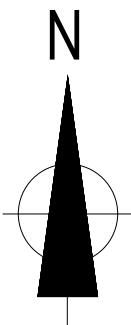
CHECKED

DRAWING NO.  
S03

REVISION

| REVISIONS |  | Date |
|-----------|--|------|
|           |  |      |
|           |  |      |
|           |  |      |
|           |  |      |
|           |  |      |

Existing Refuge House Site Plan



Legend

Note:

All dimensions are in millimeters unless stated otherwise.

Great Yarmouth Norse  
Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



PROJECT NAME  
103 - 104 Admiralty Road,  
Great Yarmouth, NR30 3DS.

CLIENT  
GREAT YARMOUTH COMMUNITY HOUSING

DRAWING TITLE  
Existing Floor Plans

SCALE  
1:100

DATE  
Feb 2017

PROJECT NO.  
.....

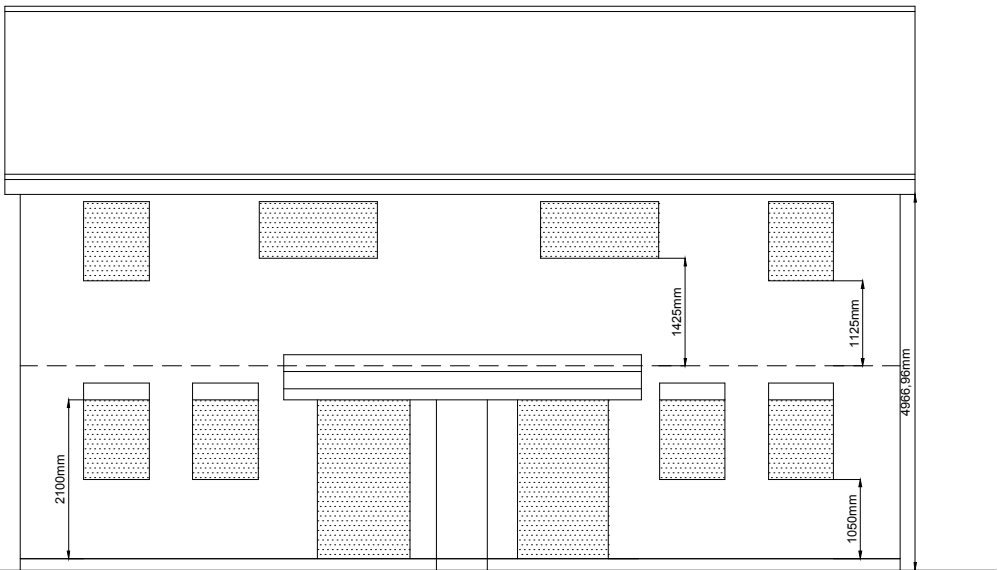
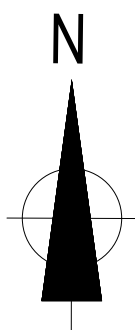
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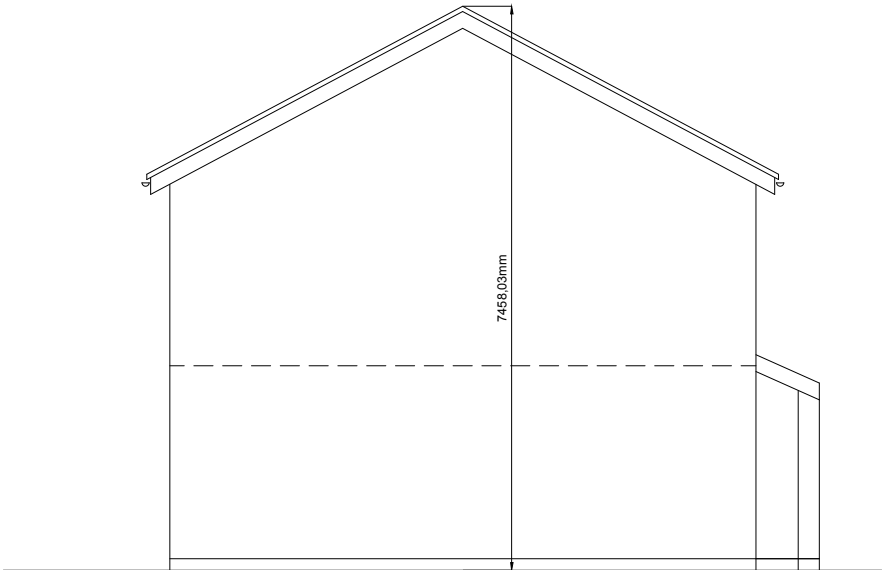
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SO2

REVISION

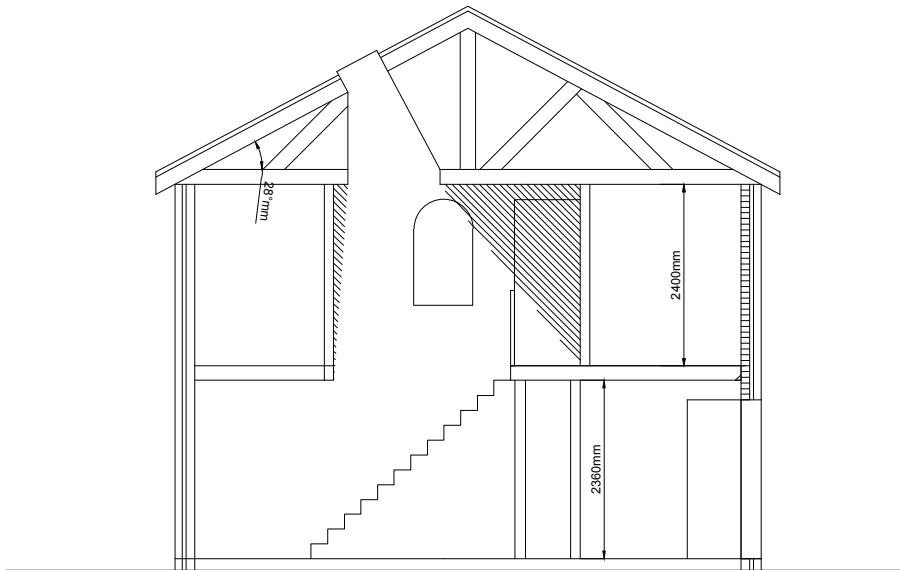
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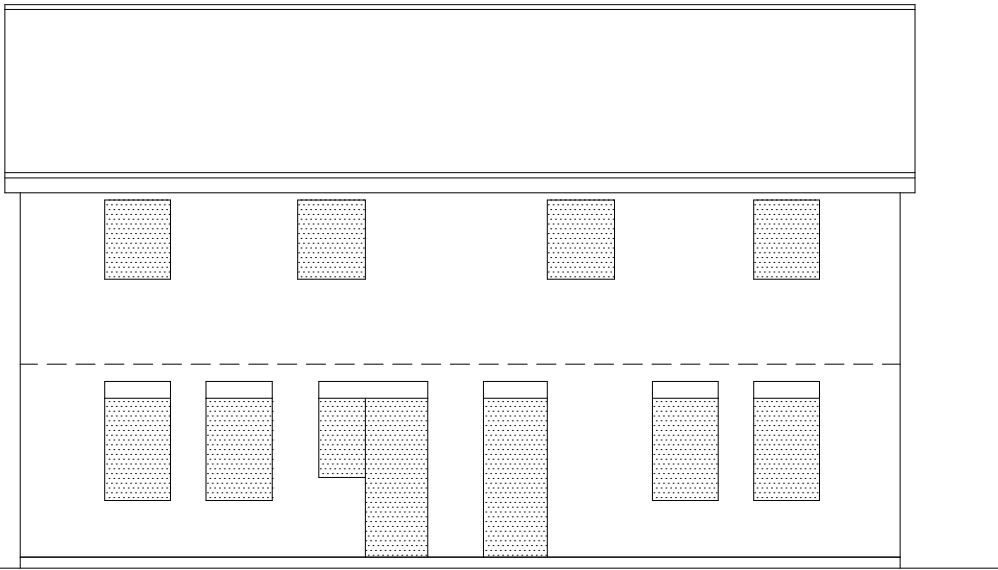
North Elevation



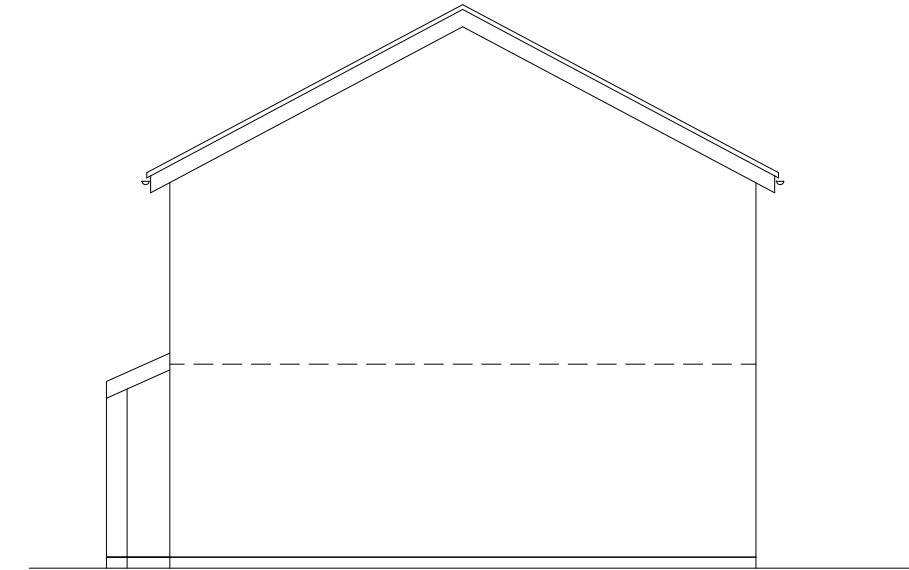
East Elevation



Section A - A



South Elevation



West Elevation

# Proposed Elevations

## Legend

Note:  
All dimensions are in millimeters unless stated otherwise.

## Great Yarmouth Norse Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



PROJECT NAME  
103 - 104 Admiralty Road,  
Great Yarmouth, NR30 3DS.

CLIENT  
GREAT YARMOUTH COMMUNITY HOUSING

DRAWING TITLE  
Six bed house elevations & section

SCALE  
1:100

DATE  
Feb 2017

PROJECT NO.  
.....

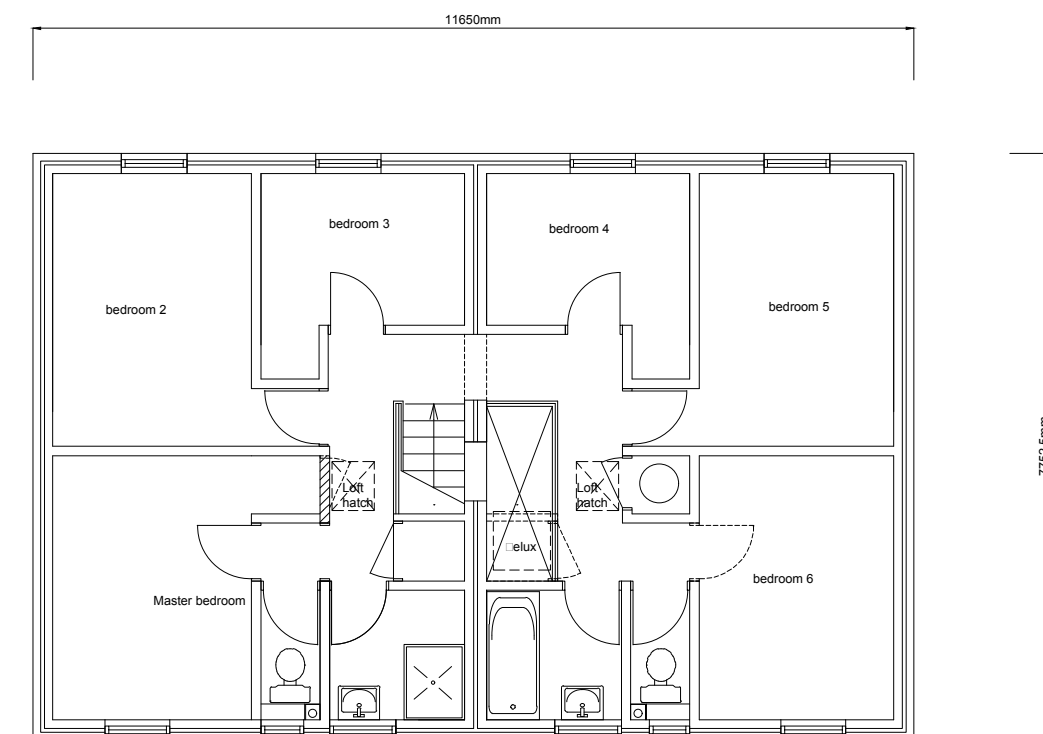
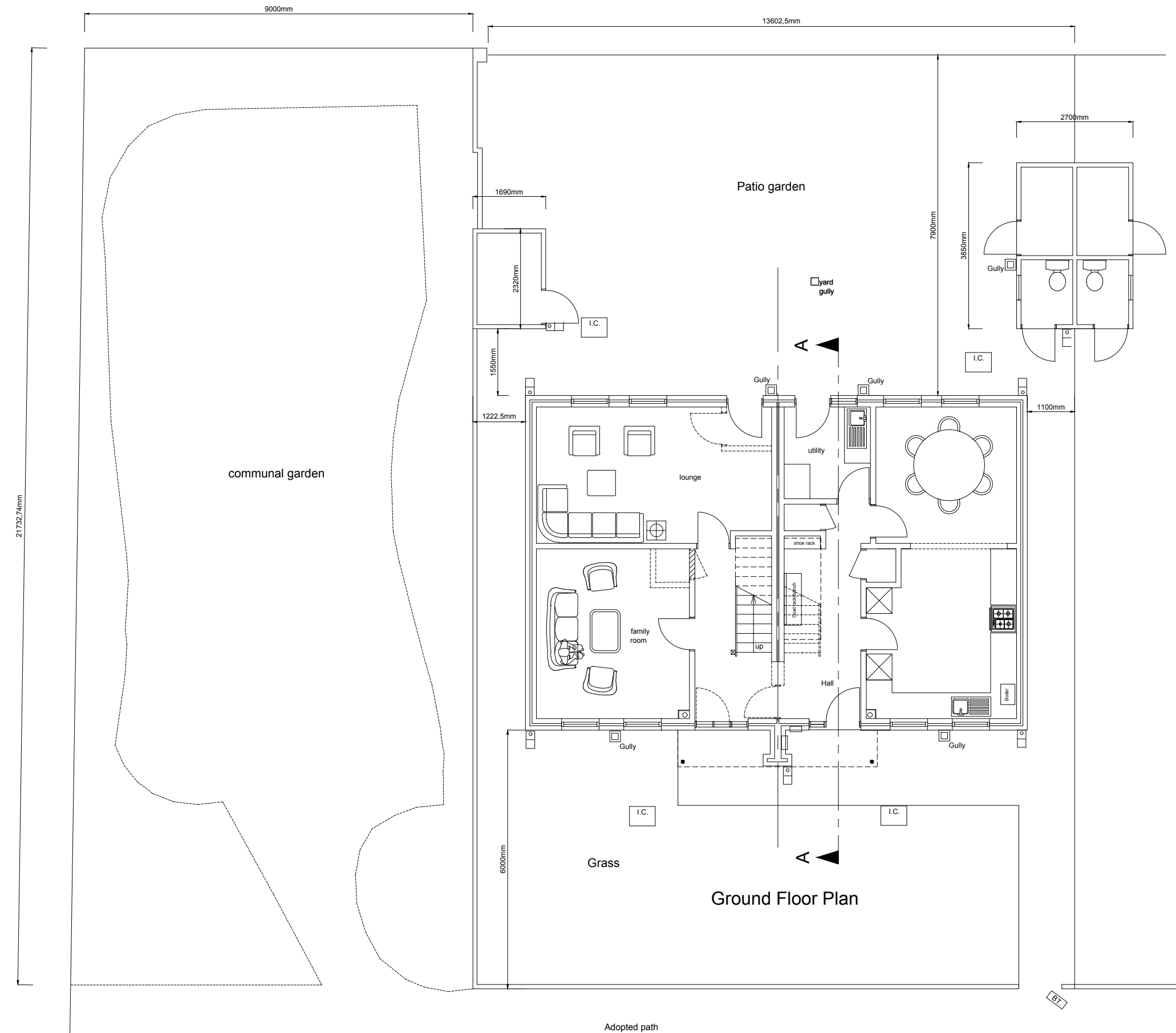
DRAWN  
BGL

CHECKED

DRAWING NO.  
P03

REVISION

| REVISIONS |  | Date |
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|           |  |      |



Legend

Note:  
All dimensions are in millimeters unless stated otherwise.

Great Yarmouth Norse  
Asset Management Services

Novus House  
The Conge,  
Great Yarmouth,  
NR30 1NA



PROJECT NAME  
103 - 104 Admiralty Road,  
Great Yarmouth, NR30 3DS.

CLIENT  
GREAT YARMOUTH COMMUNITY HOUSING

DRAWING TITLE  
Plans for one six bed house

SCALE  
1:100

DATE  
Feb 2017

PROJECT NO.  
.....

DRAWN  
BGL

CHECKED

DRAWING NO.  
PO2

REVISION  
Rev A

| REVISIONS |                      | Date   |
|-----------|----------------------|--------|
| A         | Deep 2nd bathroom WC | 6/4/17 |
|           |                      |        |
|           |                      |        |
|           |                      |        |
|           |                      |        |

Subject: Digital Communal Aerial System Briefing Note

Report to: Management Team – 19<sup>th</sup> February 2018  
Housing and Neighbourhoods – 21st March 2018

Report by: Head of Property and Asset Management

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

The report outlines the contract for Community Housing Communal Aerial provision and updates the committee in relation to the current position.

### **1. Briefing Note**

The existing Communal Aerial Contract is with Stanley Security and was entered into in 2009 for a 20 year period. A copy of the contract is attached appendix 1.

The contract was entered into to deliver digital communal services to all tenants with the equipment remaining the responsibility of Stanley Security under an agreed SLA as described within the contract documentation, page 3.

Since the introduction of the digital system providers have continued to develop additional services. Individual providers have until recently funded upgrades to the communal system to enable tenants to access these services at an extra charge, for example Sky 3D, providers have now withdrawn funding and no further upgrades will be available leaving some tenants without the opportunity to access these services through the communal system.

### **2. FINANCIAL**

The communal system has an annual cost of approximately £98k with additional costs in relation to repairs of £15k bringing the total cost of the system to £113. The income received based on the number of users is £90k per annum leaving a shortfall in funding of £23k per annum.

### **3. LEGAL POSITION**

With regard to termination of the Contract, the Council's rights (also applying to supplementary agreements) are set out at clause 7 of the attached Contract. This permits:

- 7.1 Termination at the end of the primary period, i.e. 30th March 2030
- 7.2 Termination following a material and persistent breach by Stanley + 90 days' notice (provided the breach isn't remedied during the notice period)

- 7.3 By written notice and payment of all rental due to date of termination plus total hire for the remainder of the term (less 20% with the remaining 80% discounted at 5% per annum)
- 7.4 If the premises or part are disposed of the Council may assign the agreement to a new owner (in the case of a part disposal a discount will apply)
- 7.5 The Council may terminate part of the agreement by 6 weeks written notice if certain dwellings are sold, damaged or destroyed, but must pay all rentals to the following 31st March and payment of the total hire on the points to be terminated (discounted as for 7.3 above). The remainder of the points would have a proportionately reduced rental.

Assuming that 7.3 above was the sole basis for termination, to sensibly make a decision you would have to weigh the cost to terminate the Contract circa £750k with the requirement to provide an alternative system or allow individual occupants to install an alternative.

### 3. **BACKGROUND PAPERS – Digital Communal Aerial System Contract**

| <b>Area for consideration</b>                   | <b>Comment</b>  |
|---|---|
| Monitoring Officer Consultation:                | Above – Legal position                                    |
| Section 151 Officer Consultation:               | None  |
| Existing Council Policies:                      | Considered  |
| Financial Implications (including VAT and tax): | Considered  |
| Legal Implications (including human rights):    | Considered as above Monitoring Officer comments to follow |
| Risk Implications:                              | Considered  |
| Equality Issues/EQIA assessment:                | None  |
| Crime & Disorder:                               | None  |
| Every Child Matters:                            | None  |

Subject: Leasehold Management & Service Charge Arrears Policies

Report to: Management Team: 19<sup>th</sup> February 2018  
Housing & Neighbourhoods Committee: 1<sup>st</sup> March 2018

Report by: Amanda Nugent – Rent Manager

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

This report introduces two policies covering leasehold management within our Housing Department and the collection of service charges from leaseholders.

Housing & Neighbourhoods Committee are requested to approve the new policies.

### **1. INTRODUCTION/BACKGROUND**

- 1.1 Great Yarmouth Borough Council (GYBC) are responsible for managing around 360 leasehold properties purchased under the Right to Buy from our Housing Revenue Account (HRA) housing stock. Following an audit recommendation, policies have been drafted to outline how we manage leasehold properties and also how we collect service charges and other fees from leaseholders.

### **2. SUMMARY OF POLICIES**

- 2.1 Two policies have been drafted, one to cover the general management of leasehold properties, explaining the rights and responsibilities for both parties, the legal basis for raising charges and the dispute resolution process.
- 2.2 The second policy provides further detail on how service charges are collected and details of further recovery action, if required.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 The collection of leasehold charges amounts to approximately £115,000 per year plus around £200,000 in major works charges. The major works charges obviously vary depending on the number of such projects taking place, however could rise to around £500,000 in any year. Efficient collection of these charges ensures that the burden of repairing leasehold properties does not fall upon rent payers from the HRA housing stock.

4. **RISK IMPLICATIONS**

The major risk is regarding non-payment of leasehold charges. The policy defines how that risk is mitigated through the collection process.

5. **CONCLUSIONS**

N/A

6. **RECOMMENDATIONS**

Housing & Neighbourhoods Committee are requested to approve the leasehold policies.

7. **BACKGROUND PAPERS**

None

8. **APPENDICES**

Appendix 1: Leasehold Management Policy

Appendix 2: Leasehold Service Charge & Arrears Policy

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

| Area for consideration                       | Comment                 |
|--|-------------------------|
| Monitoring Officer Consultation:             | N/A                     |
| Section 151 Officer Consultation:            | Via Management Team     |
| Existing Council Policies:                   | N/A                     |
| Financial Implications:                      | Contained in the report |
| Legal Implications (including human rights): | Contained in the report |
| Risk Implications:                           | Contained in the report |
| Equality Issues/EQIA assessment:             | Contained in the policy |
| Crime & Disorder:                            | N/A                     |
| Every Child Matters:                         | N/A                     |



## **Great Yarmouth Borough Council Community Housing**

### **Leasehold Management Policy**

#### **1.0 POLICY STATEMENT**

Great Yarmouth Borough Council (GYBC), as the landlord is committed to meeting its responsibilities to its leaseholders under the terms of their leases and providing them with a cost effective service that meets their expectations

GYBC Community Housing is committed to:

- Providing an efficient and customer orientated service to all leaseholders, based on quality and value for money.
- Effective communications with all leaseholders.
- Offering the same standards of customer care and performance standards to leaseholders as its tenants.

This policy outlines our principles and approach to managing the Leasehold service.

#### **2.0 DEFINITIONS**

Leaseholders of GYBC Community Housing are: -

- Former tenants who have purchased their flats under the 'Right to Buy' scheme from GYBC Community Housing.
- Or who have purchased their lease or acquired through assignment from a previous leaseholder.

#### **3.0 OBJECTIVES**

- Clarify the services provided to leaseholders.
- Confirmation of the responsibilities of leaseholders and the landlord, GYBC.

#### **4.0 STRATEGY**

GYBC will be bound by the terms of the leases issued to leaseholders and by any regulatory or statutory body.

GYBC will provide factual information relating to prospective leaseholders regarding their rights and obligations and will emphasise the need to seek legal advice before making a commitment to buy.

Leases issued by GYBC will include information about the following:

- The fact that service charges will be due to be paid, how they are calculated and when payment will be due.

- Details of the responsibilities of the leaseholder and of GYBC as the Landlord for repairs and maintenance to the property, the structure and common parts.
- The procedures for the leaseholder to assign the lease.
- Details on how leaseholders can request permission before undertaking improvement works to their home. Full details of the proposed works must be submitted to GYBC, and the leaseholder must meet any other requirements for consent, such as planning permission.
- Administration fees are for particular services and are recoverable under the lease, e.g. a copy of the lease, where the leaseholder has mislaid their copy, assigning a lease where there is a new sale etc.

## **Management and Administration**

GYBC charges will reflect the proportion of works carried out for the management and delivery of the service to blocks and estates.

Administration fees are for particular services and are recoverable under the lease.

## **Major Works**

As a landlord GYBC has an obligation to repair, maintain and sometimes improve the main structure and common parts of the block and estate.

Works that are more large-scale are carried out on a planned basis, such as roof replacement, repairs and decorations, replacing a lift, repairing or replacing windows are also referred to as 'Major Works'.

The Commonhold and Leasehold Reform Act 2002 introduced new requirements in which the landlord is to consult with leaseholders regarding major or long term works through a process under Section 20 of the Act. A notice under Section 20 must be issued where a leaseholders financial contribution to the works amounts to £250 or more. Also where long-term contracts for goods or services which will result in a leaseholder paying more than £100 a year.

GYBC will aim to limit the proportion of the costs of Major Works, which passes on to Leaseholders wherever possible, and as required by legislation.

## **Factors Affecting Major Works Charges**

There are a number of factors that may affect a major works charge. This section details the main factors and the reason for them.

Prospective leaseholders will receive an 'Offer Notice Section 125 of the Housing Act 1985' from GYBC. This notice will set out an estimate of annual service charges and details of any major works that are intended to carry out during the first initial period of 5 years of the lease. The 'initial period' is a period of 5 full financial years following the date of the Right to Buy sale. The leaseholder will be liable to pay for repairs carried out within the initial period of the lease, plus inflation.

A leaseholder is also liable for contributing towards the costs of works carried out between the date of the Right to Buy Offer Notice and completion, where such works have been detailed in the offer.

Once the initial 5 year period of the lease has passed, GYBC will no longer be restricted by the S125 Offer Notice in its ability to recharge for major works. The leaseholder will become liable for their full contribution to any qualifying major works.

It must be noted that a subsequent private sale of the leasehold property does not create a new initial period.

### **Leaseholder Observations and Nominations**

GYBC is obliged to have regard to written observations submitted during the consultation period set out in notices served.

Leaseholders and Recognised Tenants' Associations (RTA's) are served with a notice describing the works, detailing the reason for the works and the estimated cost. Leaseholders and RTAs are invited to make written observations on the proposals set out in the notice.

### **Invoicing you for Major Works**

The Landlord and Tenant Act 1985 requires that within 18 months of GYBC making a payment to a contractor for major works, GYBC must send leaseholders either:

A bill for their share of the costs; or

A notice under Section 20B, setting out the costs incurred to date and stating that a bill will be sent once the final costs of the work is known.

### **The Decent Homes Standard**

GYBC has to comply with the Government's Decent Homes Standard 2010. For leaseholders, the Decent Homes' Standard includes works undertaken to the external fabric of the building.

Leaseholders are responsible - under the terms of the lease - for the upkeep of the internal parts of their property and as such do not have kitchens and bathrooms replaced by the Council's contractors.

As Decent Homes works involve large scale capital works, this will involve scaffolding, or another form of access, being used to enable contractors to inspect, survey and access the block. If on inspection, GYBC find a need to carry out associated works GYBC will do this while the scaffold is in place to facilitate access and keep costs down.

### **Service Charges**

An annual service charge will be levied on leaseholders to cover the proportion of costs for day to day repairs and routine maintenance to the building and estate. These are repairs and maintenance that cannot be planned for, and need to be put right as and when they occur. They are classed as responsive repairs and are charged as part of annual service charges.

Great Yarmouth Borough Council Community Housing will:

- Prepare timely and accurate information about the cost of the services for which service charges are due.
- Send information to leaseholders about their service charge accounts.
- Offer home visits to leaseholders in the Borough of Great Yarmouth who are unable to visit the office and may hold leasehold surgeries/ meetings/ forums to explain Service Charges etc.

### **Guarantees for Works**

Great Yarmouth Norse (GYN) as the councils repairs and maintenance partner, may provide you with information about guarantees on work to your block/estate including the duration of guarantees and what is covered by each guarantee.

If there are problems with works under guarantee contractors are required to return to put things right at no charge to leaseholders.

## **5.0 SERVICE CHARGES**

GYBC as the Landlord will prepare timely and accurate information about the cost of services for which service charges are due.

### **Ground Rent**

All Leaseholders are required to pay ground rent on demand. In the case of properties bought under the Right to Buy this is fixed under the terms of the lease at £10 per year.

### **Management Fees**

GYBC reserves the right to recover the costs for managing its leasehold properties. Management Fees may vary from time to time and will cover the

costs of providing management and general administration on behalf of Leaseholders.

## **Insurance**

GYBC will insure the premises to their full reinstatement value and provide to leaseholder's details of the sums insured, perils covered and premiums.

Leaseholders must inform GYBC of any changes in circumstances that may impact on the insurance, for example, sub-letting.

Leaseholders are responsible for providing their own contents insurance.

## **Gas Safety**

Leaseholders who are landlords are required by law to have yearly gas safety inspection carried out and provide their tenant with a copy of the certificate.

It is good practice and strongly recommended for resident leaseholders to have a gas safety inspection yearly for their own safety and others within the block.

## **Breach of Lease**

GYBC will take appropriate action if leaseholders breach the terms of their lease. Breaches can include:

- Works to premises without permission.
- Improper use of premises.
- Failure to maintain premises.
- Damage to premises.
- Non-payment of ground rent, service charge or major works contribution.
- Refusal to allow access to Great Yarmouth Borough Council's Community Housing representatives or contractors.
- Harassment, anti-social behaviour or neighbour nuisance.

Breach of lease could result in legal action in the form of an injunction or forfeiture of the lease and leaseholders will be served with a Section 146 Notice of Breach of Covenant.

## **Transfer of Leasehold interests**

GYBC will respect Leaseholders' entitlement to sell their Leasehold interests to third parties and will deal with enquiries relating to such transfers in a prompt and efficient manner.

Leaseholders should notify GYBC of transfers and sub-letting, providing the managing agent with current correspondence addresses.

GYBC reserves the right to charge a fee for services, including the assignment of a lease, and documentation provided.

## **6.0 MONITORING AND PERFORMANCE**

GYBC will introduce new performance measures regarding their leasehold service. These will include;

- Rent and service charge arrears for current leaseholders
- Rent and service charge arrears for former leaseholders
- Amount and % of debt written off for leaseholders
- Service charges collected as a % of Service charges due
- Number of consultations carried out under Section 20
- Level of arrears of leaseholder contributions to major works.
- Number of Properties Sublet.
- Number of cases where a breach of lease has occurred.

GYBC will undertake customer satisfaction surveys amongst leaseholders and report findings in the tenants newsletter.

GYBC will ensure that our staff are trained to deliver the service effectively, and develop links with other agencies to organise joint training.

## **7.0 EQUALITY AND DIVERSITY**

The policy will take into consideration the Equality Act 2010, Public Sector Equality Duty and protect from discrimination and will be regularly reviewed. GYBC will assess each case on its own merits to minimise any loss of public funds.

## **8.0 DISPUTES & COMPLAINTS**

Leaseholders and GYBC have the right to formally refer disputes to the Leasehold Valuation Tribunal/ First Tier Property Tribunal.

A leaseholder must meet the criteria below to make an effective dispute

- Provide good grounds for claiming that some kind of error in management of the building, calculation of the service charge, consultation or invoicing has occurred.
- Include a credible statement of how this error has had a detrimental effect on them as leaseholder.

The tribunal will charge a fee for hearing a case and GYBC reserve the right to recover all legal costs reasonably incurred in either taking a case or defending a dispute.

Leaseholders who are not satisfied with the way in which their service has been delivered may use the GYBC Complaints Procedure as detailed in the Complaints Policy. This can be found at;

<https://www.great-yarmouth.gov.uk/commentscomplimentsandcomplaints>

## **9.0 REVIEW OF POLICY**

This policy shall be reviewed in 2020.

## **Great Yarmouth Borough Council**

### **Leasehold Service Charge Arrears Policy**

#### **1.0 POLICY STATEMENT**

The purpose of this policy is to set out the way in which Great Yarmouth Borough Council (GYBC) will manage leaseholder debts in a firm but fair way to maximise its income. It will ensure that a consistent approach is taken whilst taking into account individual circumstances. GYBC recognise that at times our leaseholders may suffer from financial hardship that makes it difficult for them to meet their commitments.

#### **2.0 DEFINITIONS**

Leaseholders of GYBC are:-

- Former tenants who have purchased their flats under the 'Right to Buy' scheme.
- Those who have purchased their lease from a previous leaseholder of Great Yarmouth Borough Council.

#### **3.0 AIMS & OBJECTIVES**

**Aims:**

**GYBC will;**

- Ensure that leaseholders pay their rent, service charge and any other charges in accordance with their lease.
- Ensure early intervention and to contact leaseholders quickly where they fall into arrears.
- Work with our partners to develop a joined up response to issues of financial exclusion affecting our leaseholders.
- Act in accordance with best practice in arrears recovery.
- Ensure leaseholders have the information and support they need to maximise their income and prevent or minimise their debt.
- In exceptional cases, offer service charge loans, under the relevant legislation.
- Ensure that all service charges are calculated correctly in accordance with the management policy, leases and legislation.
- Make it easy for leaseholders to pay their charges by having a wide variety of payment methods.



- Offer leaseholders affordable payment plans to enable them to pay any arrears (in addition to their service charge payable) in stages over a period of time.
- Encourage leaseholders to inform landlords of any change in their personal circumstances and any likelihood of them missing a repayment.
- Make leaseholders aware of the range of local debt and advice agencies, including the provision of contact information, and encourage leaseholders to use these services.
- Promote a service charge and major works payment culture. This should involve highlighting the connection between these payments and the landlord's ability to deliver high quality repairs, maintenance and services to the leaseholders, as well as publicising the potentially serious personal consequences of accumulating arrears.

### **Objectives:**

- To ensure essential income collection for GYBC.
- To keep the level of service charge arrears to a minimum in order to maximise income in the interest of both the Council and its tenants and leaseholders.
- To avoid leaseholders getting in difficulty financially therefore protecting their homes.
- To use legal action against leaseholders who fail to take reasonable steps to clear their arrears.
- For leaseholders who have sublet their homes, we will seek full repayment of any debt in one payment as they are regarded as commercial landlords.
- GYBC will create a supportive environment where leaseholders feel able to report difficulties rather than avoiding them.

## **4.0 LEGISLATION REGULATION & GUIDANCE**

Legislation has an impact on how GYBC can implement its Leasehold Arrears policy and we must follow a pre action protocol.

Listed below are the key Acts that will be acknowledged.

- Landlord and Tenant Act 1985
- Housing Act 1988 • Housing Act 1996
- Commonhold and Leasehold Reform Act 2002

All leaseholders are subject to service charges and ground rent for their property. These charges are for services provided by GYBC.

These include costs for:-

- Repairs to communal areas, communal lighting, major works to the building and an buildings insurance premium .These can vary from year to year.
- Ground rent is fixed £10 charge that is payable annually; is separate from general service charges and is a condition of the lease. It is invoiced at the same time as service charges.

Debt recovery possession action will be taken only after checking to make sure that there is no Service Charge Loan in operation.

Leaseholders will be billed once a year in arrears by September showing the actual charges for the previous financial year.

Leaseholders will be expected to make payment on these bills within 28 days of their receipt.

A full breakdown of the charges by type will be made available for leaseholders on the statement of account and a further breakdown can be provided upon on request by Great Yarmouth Norse.

### **Payment Methods:**

Provide a choice of and continue to develop the payment options available, reviewing these methods regularly to ensure value for money, accessibility and customer satisfaction.

## **5.0 LOANS**

Leaseholders may be eligible for a loan to pay for service charges for repairs under exceptional circumstances. Please contact the GYBC Leasehold Officer for further details.

## **6.0 EQUALITY AND DIVERSITY:**

The policy will take into consideration the Equality Act 2010, Public Sector Equality Duty and protect from discrimination and will be regularly reviewed. GYBC will assess each case on its own merits to minimise any loss of public funds.

## **7.0 COLLECTION OF SERVICE CHARGE ARREARS**

GYBC will seek to collect all charges due under a lease. To carry this out in an efficient manner GYBC will;

- Aim to identify “vulnerability” at the start of and throughout the term of the lease and work with other agencies to provide a supportive and holistic service.
- Encourage leaseholders to contact us as soon as debt problems arise so that we can give clear advice and make referrals to appropriate advice agencies.
- Pro-actively signpost service users to other agencies that can maximise their income, whether in arrears or not.

- Make referrals to financial and benefit advice agencies.
- Send letters which are clear, customer friendly and designed to encourage leaseholders to talk to us so that GYBC can provide assistance.
- Give the option and arrange for home visits within the Borough of Great Yarmouth for vulnerable residents.
- Contact leaseholders using a variety of different methods, including letter, home visit, telephone contact, e-mail and texting.
- Work closely with any advice agency or authorised person acting on their behalf of the debtor.
- Treat all leaseholders in arrears with respect and with consideration of their individual circumstances.
- Provide facilities to enable people to discuss their debts in a confidential setting and will listen and endeavour to offer assistance wherever possible.
- Confirm any payment arrangements and record on our accounting system.

## **8.0 THE LEGAL FRAMEWORK FOR RECOVERY:**

### **GYBC will;**

- Effectively manage every leaseholder account, and take legal action only where all other methods have been exhausted.
- Place emphasis on prevention of arrears and GYBC may take court action to recover debt when a leaseholder is not engaging to reduce the balance.
- Continue to attempt various methods of contact to our leaseholders to make agreements to pay throughout legal proceedings.
- Keep the leaseholder informed of the action being taken at each stage of recovery.
- GYBC will write and inform if arrears accrue. If payments are not maintained or arrears reduce if no resolution.
- Work with all of our partners to find alternatives to forfeiture
- Refer cases at risk of forfeiture to Children or Adult Services.
- Inform Ward Members where forfeiture is imminent.
- A flowchart of the service charge recovery process can be found at Appendix 1

## **9.0 COMPLAINTS**

Leaseholders who are not satisfied with the way in which their service has been delivered may use the GYBC Complaints Procedure as detailed in the Complaints Policy. This can be found at;

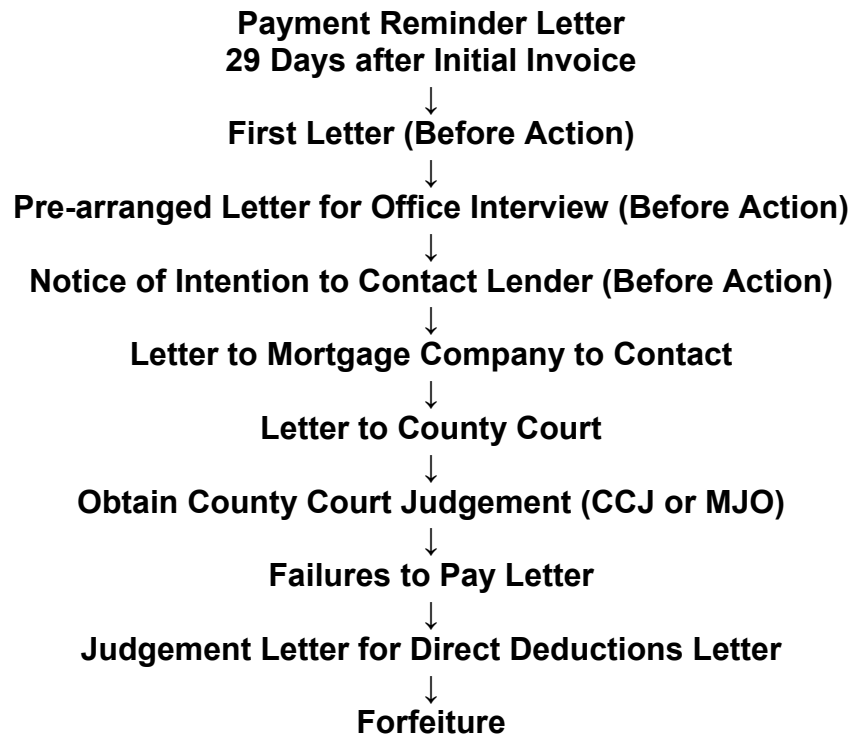
<https://www.great-yarmouth.gov.uk/commentscomplimentsandcomplaints>

## **9.0 REVIEW OF POLICY**

This policy shall be reviewed in 2020.

**Appendix 1**

**Leaseholder Service Charge  
Recovery Procedure**



Subject: Revised Rent Income & Arrears Policy

Report to: Management Team: 19<sup>th</sup> February 2018  
Housing & Neighbourhoods Committee: 1<sup>st</sup> March 2018

Report by: Amanda Nugent – Rent Manager

### **SUBJECT MATTER/RECOMMENDATIONS**

This report introduces a revised rent income & arrears policy which outlines the steps that the Council will take when collecting rent and other Housing Revenue Account (HRA) income from tenants.

Housing & Neighbourhoods Committee are requested to approve the revised policy.

## **1. INTRODUCTION/BACKGROUND**

- 1.1 The current rent income policy has been in place since 2014 and is due for revision. This has resulted in minor amendments to reflect working practices in 2018.

## **2. AMENDMENTS TO POLICY**

- 2.1 The policy has been revised to take into consideration;

- The introduction of Universal Credit
- Outline support available to tenants who fall into arrears
- Provide a clear statement on promoting a culture of payment
- Define how enforcement proceedings will take place in cases of arrears

## **3. FINANCIAL IMPLICATIONS**

- 3.1 The collection of HRA rent and other charges amounts to £22m per year. The minimising of arrears ensures that funding is available to carry out the essential landlord functions.

## **4. RISK IMPLICATIONS**

The major risk is regarding non-payment of rent and other charges. The

policy defines how that risk is mitigated through the collection process.

5. **CONCLUSIONS**

N/A

6. **RECOMMENDATIONS**

Housing & Neighbourhoods Committee are requested to approve the revised policy.

7. **BACKGROUND PAPERS**

None

8. **APPENDICES**

Appendix 1: Rent Income and Arrears Policy

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

| Area for consideration                       | Comment                    |
|--|----------------------------|
| Monitoring Officer Consultation:             | N/A                        |
| Section 151 Officer Consultation:            | Via Management Team        |
| Existing Council Policies:                   | Current Rent income policy |
| Financial Implications:                      | Contained in the report    |
| Legal Implications (including human rights): | Contained in the report    |
| Risk Implications:                           | Contained in the report    |
| Equality Issues/EQIA assessment:             | Contained in the policy    |
| Crime & Disorder:                            | N/A                        |
| Every Child Matters:                         | N/A                        |

## **Great Yarmouth Borough Council Community Housing**

### **Rent Income and Arrears Policy**

Great Yarmouth Borough Council Community Housing recognises that an effective strategy for the management of its housing rental income is essential to the smooth operation of its housing management service.

This policy reflects the organisations need for clear lines of accountability in the management of housing income.

We will collect rent or a housing charge and provide a holistic service to those facing difficulty in paying. We will use preventative measures and act early, giving advice and support to our tenants to help them keep their homes. We will, however, not tolerate the wilful non- payment and will use all legal remedies to recover the debt. As a last resort we will repossess.

#### **Our Aims**

##### **We will;**

- Collect all rent/housings charge due; reduce the level of arrears and former account arrears.
- Protect & support vulnerable people.
- Provide an excellent service, be fair and equitable.
- Listen to our tenants
- Engage and create healthy, vibrant communities.
- Be proactive and use measures which prevent and minimise arrears.
- Work with our partners to provide advice and assistance to tenants and former tenants to maximise their incomes and sustain their tenancies or future housing requirements.
- Take prompt and appropriate action to recover arrears and other debts.
- Be committed to using legal possession action, but only as a last resort and when all alternative measures have been exhausted.
- Stay aware of developments in arrears prevention and recovery and will develop new and effective initiatives.



## Introduction

Collecting rent and housing income is vital to the Council's ability to deliver housing services to its residents. We are committed to improving the quality of our homes and neighbourhoods, but rely on income for funding our services.

Great Yarmouth has traditionally had a low level of rent arrears however, from 2016/17, has seen an increase due to the introduction of Universal Credit Full Service into the Borough. Support and other advice agencies form part of the procedure for supporting tenants and residents with rent/housing arrears. In addition, we also use the legal process to deal with tenants in rent arrears. This will remain an important element in our strategy, but will be balanced by a renewed emphasis on prevention of arrears, sustainment of tenancies and maximisation of income.

Great Yarmouth Borough Council (GYBC) has adopted the use of Introductory Tenancies from 4<sup>th</sup> November 2013. This will form part of various methods to help GYCH tenants sustain their tenancies. The twelve-month introductory period is known as the trial period.

GYBC purpose in using Introductory/Secure Tenancies is to provide support for all tenants who experience difficulty in complying with their obligations as a tenant in order to turn failing tenancies into sustainable ones.

In the context of recovering rent owed to the Council, this means that we aim to treat tenants who are in arrears fairly, sympathetically, and in consistent way, while at the same time ensuring that we collect rent that is due.

We will help customers, tenants in arrears to stay in their homes by providing advice and assistance on debt management and pursue a debt collection strategy that sensitively balances the pursuit of debt with the needs of vulnerable tenants.

Former tenant arrears arise in the following circumstances:

- The debtor is no longer the tenant/occupier or responsible for the use and occupation of the property. This definition includes deceased tenants, or
- The debtor has moved from one GYBC tenancy to another, leaving arrears on the previous property. The arrears remain on a separate account and are not transferred to the account of the new property, however, remain to be collected.

The policy will take into consideration the Equality Act 2010, Public Sector Equality Duty and protect residents from discrimination and will be regularly reviewed. We will assess each case on its own merits to minimise any loss of public funds.

## Measure Performance

In line with most other social landlords we also measure and monitor the level of rent and former tenant arrears as follows

- Rent and former tenant arrears as a percentage of the rent debit,
- Rent collection rate
- Amount of arrears owed by tenants in £.

## The local Context

Great Yarmouth Borough Council Community Housing owns approximately 5800 dwellings within the borough.

## The Strategic Context

This policy document must be seen in context of Great Yarmouth's Housing Strategy and other corporate strategies, including, but not limited to.

|                                  |   |
|----------------------------------|---|
| GYBC Corporate Plan              | <i>This plan sets out the GYBC vision, priorities and objectives.</i>   |
| GYBC Housing Strategy            | <i>This document covers all housing, rented and owned and recognises the right mix of good quality and well-managed housing (and good advice and support) can make a difference to residents.</i> |
| GYBC Tenancy Policy              | <i>This policy covers the tenancies offered by Great Yarmouth Community Housing (GYCH) and summarises our approach to mutual exchanges and joint tenancies</i>                                    |
| GYBC Tenancy Strategy            | <i>This document sets the matters to which registered providers of social housing for its district are in formulating policies.</i>   |
| Homelessness Prevention Strategy | <i>Aims to prevent homelessness and reduce the use of temporary accommodation.</i>  |
| GYBC Allocation Policy           | <i>Great Yarmouth Borough Council has a duty to prepare and publish a scheme for the allocation of housing accommodation within the district.</i>   |

Great Yarmouth benefits from strong links with Norfolk County Council, (including Children and Adult Services), the Clinical Commissioning Groups and a variety of voluntary sector advice and support agencies. This strategy takes into account the need for these organisations to be involved in the development of policy and the continuing review of our policies and procedures.

## Our Policy

***We will collect all rent or housing charge due and reduce the level of arrears***

**In particular we will:**

- Provide comprehensive information to all service users that clearly describe the organisation's rent and service charge setting procedures, and how rents and service charges are calculated and collected.
- Make income and arrears work a priority for Housing Services, including regular monitoring all accounts and taking appropriate action promptly
- Have robust systems in place to monitor compliance with our policy and procedures and monitor our performance.
- Combat any culture of non payment.
- Ensure that all staff involved on rent matters have a clear set of procedures for dealing with the collection and recovery of monies within the guidelines of this policy.
- Maintain accounting systems that are well integrated with housing management and benefit systems. As a result we can clearly identify arrears due to housing benefit or universal credit or payment in credit or arrears.
- Continue to develop our relationships with other agencies and advocacy groups.

***We will be proactive and use measures which prevent and minimise rent arrears***

**In particular we will:**

- Visit new introductory tenants within 4 weeks of the tenancy commencing.
- Stress the importance of paying rent from the start of each tenancy and paying in advance as per the tenancy agreement.
- Discuss the importance of making regular rent/housing payments during the viewing of a new home and at the 'sign up'.
- Provide new tenants with information on various payment methods and the tenancy will created within 3 working days of the tenancy commencing.
- Provide regular accurate rent and service charge statements to all tenants/occupiers or provide access to online accounts.
- Apply all payments, officially receipted, to relevant accounts within 2 working days of payment.

- Provide information on rent payments and advice in a clear format at appropriate housing office outlets throughout the Borough.
- Provide a choice of and continue to develop the payment options available, reviewing these methods regularly to ensure value for money, accessibility and customer satisfaction.
- Continue to promote direct debits as our preferred choice of payment.
- Offer direct payments from welfare benefits where regulations allow.
- Maintain a high standard of communication sent to tenants, using plain language and available in all formats.
- Provide assistance and translation services to people with language or communication problems through INTRAN interpreting and translation services.
- Provide and make widely available clear and concise information about statutory sanctions which are used in any recovery process.
- Reconcile former tenant debt owed, note the date of the termination of the tenancy and if any further housing benefit or universal credit can be awarded by working with the tenant.

***We will work with our partners to provide advice and assistance to tenants to maximise their incomes and sustain their tenancies***

**In particular we will:**

- Aim to identify “vulnerability” at the start of and throughout the tenancy and work with other agencies to provide a supportive and holistic service
- Encourage tenants to contact us as soon as debt problems arise so that we can give clear advice and make referrals to appropriate advice agencies.
- Pro-actively signpost service users to other agencies that can maximise their income, whether in arrears or not.
- Make referrals to financial and benefit advice agencies
- Use services to provide longer term support to maintain tenancies
- Use support services for families with children in need and look at ways of meeting via the Early Help Hub.

- Support tenants to make Housing Benefit applications or a Universal Credit claim and provide assistance to progress their claims.
- Hold regular meetings with Housing Benefits and Universal Credit
- Ensure that tenants have had the opportunity to resolve any benefit matters before the need to proceed with any legal action unless they are a result of the tenant or former tenant failing to provide or complete the information required.
- Be involved in campaigns/projects to maximise benefit take up levels and financial inclusion.

***We will take prompt and appropriate action to recover arrears and other debts***

**In particular we will:**

- Prevent debts increasing by taking early action as soon as accounts fall into arrears
- Send letters which are clear, customer friendly and designed to encourage tenants and former tenants to talk to us so that we can provide assistance
- Provide information containing advice on how to find out about benefit entitlement, money, debt advice and payment methods
- Give the option and arrange for home visits within the borough of Great Yarmouth for vulnerable residents
- Contact tenants using a variety of different methods, including letter, home visit, telephone contact, e-mail and texting.
- Work closely with any advice agency or authorised person acting on their behalf of the debtor.
- Treat all tenants and former tenants in arrears with respect and with consideration of their individual circumstances.
- Provide facilities to enable people to discuss their debts in a confidential setting and will listen and endeavour to offer assistance wherever possible.
- Carry out an income and expenditure analysis with customers, tenants and former tenants in arrears.
- Where possible, negotiate a lump sum payment to reduce arrears or request direct payments from universal credit benefits, if applicable.

- Set up realistic repayment arrangements with tenants in arrears and offer realistic repayment options with reference to debt advice agencies where appropriate
- Confirm any payment arrangements and record on our accounting system.
- Honour any reasonable agreement made to discharge debts before escalating any recovery action.
- For former tenants where no forwarding address is known use a tracing facility to locate and start recovery engagement/action.

***We are committed to using legal possession action, but only as a last resort and when all alternative measures have been exhausted***

**In particular we will:**

- Effectively manage every current and former rent account, and take legal action only where all other methods have been exhausted.
- Continue to place emphasis on prevention of arrears and we may take court action to recover debt owed when the tenant or former tenant is not engaging to reduce the balance.
- Refer former tenancy arrears or other housing related debts i.e. rechargeable repairs to a debt collection agency where there are no powers to distress/levy
- Follow the Department for Constitutional Affairs' Pre-Court Protocol for Social Landlords when using possession action
- Continue to attempt various methods of contact to our tenants to make agreements to pay throughout legal proceedings

The legal framework for recovery:

- We will write and inform if a payment plan has failed or arrears accrue.
- If payments continue not to be maintained or arrears do not reduce a Notice to Seek Possession will be served and that court action may be taken if no resolution.
- We will keep the debtor informed of the action being taken at each stage of recovery

- The County Court can make an order for possession to include an Outright, Postponed or Suspended possession Order. The County Court may also Adjourn or Withdraw an Court Order
- We will agree to suspend legal proceedings if acceptable repayment terms are offered (unless legal action has previously been suspended for the same reason)
- We will ensure appropriate referrals to homelessness and other housing advice services are made when we take possession action
- We will work with all of our partners to find alternatives to eviction
- We will refer cases at risk of eviction to Children or Adult Services
- We will inform Ward Members where eviction is imminent

***We will stay aware of developments in arrears prevention and recovery and will develop new and effective rent initiatives***

- Consider rent payment campaigns with an emphasis on the effects on the service of non-payment of rent or housing charges
- Share experience and best practice with other similar organisations
- Develop mutually supportive working relations with all parties in the arrears recovery process so that all parties work effectively together, including other corporate service providers and the court system.
- Work with our partners to develop a joined up response to issues of financial exclusion affecting our tenants
- Continue to develop effective planning and liaison partnerships with Housing Benefit, Universal Credit, Early Help Hub and other agencies (for example Disabled Information and Advice Line - D.I.A.L) that can ensure tenants/customers are receiving the income they are entitled to.
- Promote benefit take-up campaigns, including housing benefit or universal credit, to help prevent increase in rent arrears and other debts.
- Investigate benchmarking our performance with other local authorities.
- Initiate customers' satisfaction survey.
- Ensure our staffs are trained to deliver the service effectively, and develop links with other agencies to organise joint training.

- Be open with our policies, and consult and liaise with our stakeholders at regular intervals.
- Adapt our approach to arrears management based upon an analysis of reasons for non-payment.
- Constantly strive to find new ways of getting our message to our tenants, including social media.

## **9.0 REVIEW OF POLICY**

This policy will be reviewed in 2020.



Subject: 2017/18 Period 10 Housing Revenue Account Budget Monitoring Report

Report to: 21/03/18 ELT  
Policy & Resources Committee  
Housing Neighbourhoods Committee

Report by: HRA Service Accountant

## **SUBJECT MATTER/RECOMMENDATIONS**

**To consider the 2017/18 Housing revenue budget monitoring position as at the end of period 10.**

### **1. Introduction**

- 1.1. There is a statutory requirement to maintain a Housing Revenue Account (HRA) and that account must not show a deficit. The HRA is a separate (ring fenced) account of the Council covering income and expenditure relating to its role as landlord. Under the self-financing arrangements for local authorities, the HRA records the costs of management and maintenance of the Council's dwellings and the related income from rents and other charges. The Government provides guidance on what should be included in the HRA to protect Council tenants.
- 1.2. Although there is not a requirement for a similar separation of capital expenditure, the capital programme as it relates to the HRA is separately monitored. This report outlines the estimated forecasts for the full financial year 2017/18 as well as showing the position of the HRA as at the end of Quarter 3 (to Period 10).
- 1.3. The Quarterly review and monthly monitoring of the HRA budgets provides a sound basis for the preparation of estimates for 2018/19 and of the 30 year Business Plan.

### **2. Budget Monitoring at Quarter 3 (April – January 2018)**

- 2.1. For budget monitoring purposes the actual expenditure and income to the end of quarter 3 (period 10) is compared to the budgeted amounts. Key variations are identified and explained below. Table 1 shows the HRA (where budgets and actual figures are shown in £000) and Table 2 the capital programme (where budgets and actual expenditure are shown in £000).

**Table 1 - HRA Income and Expenditure 2017 – 18**

|  | <b>Profiled<br/>Budget to<br/>Qtr.3<br/>£000</b> | <b>Expenditure<br/>to Qtr.3<br/>£000</b> | <b>Variance<br/>£000</b> | <b>Comments</b>  |
|--|--|--|--------------------------|--|
| Dwelling Rents   | (18,115)   | (18,047)                                 | 68                       | Small variance in rent income received partly due to the two rent free weeks in December and increased RTB sales.  |
| Other non-dwelling rents<br>- Garage & stores rentals      | (199)  | (202)                                    | (3)                      | Expected additional income as a result of 2 day income carried forward from 16/17 into new year.   |
| Charges for services and facilities                        | (1,091)  | (1,134)                                  | (43)                     | As above.  |
| Contribution Towards Expenditure                           | (68)   | (63)                                     | 5                        | 6 months supporting people income grant received from NCC. This funding has now been withdrawn and will not be received in 18/19.  |
| Interest & investment income                               | (4)  | 0  | 4                        |  |
| <b>Income Total</b>  | <b>(19,477)</b>                                  | <b>(19,446)</b>                          | <b>(31)</b>              |  |
|  |  |  |                          |  |
| Repairs & Maintenance                                      | 7,900  | 7,561                                    | (339)                    | Major and minor adaptations are currently underspent by £215k. This is due to capital works being competed on property extensions. GYN Asbestos works are overspent £85k. GYN Management fee is underspent £55k due to a transfer of 3 <sup>rd</sup> part works to GYN directly. Car Park works are also underspent by £25k year to date. Programme works are expected to be completed on car parks within Qtr 4. Neighbourhood planned works have a higher than forecast spend of £49k due to the delayed completion of works relating to the 16/17 programme, which have had a current year budgeted impact. |
| Supervision and Management                                 | 4,028  | 3,972                                    | (56)                     | £60k overspend relating to the maintenance of the Apex Computer system. Savings from staff vacancies. Vacancies are expected to continue until the end of 17/18.   |
| Rents Rates & Taxes<br>- e.g. Council tax, utility charges | 160  | 168                                      | 8                        | Overspend due to increased insurance premiums.   |
| Dwelling Depreciation                                      | 2,668  | 2,668                                    | 0                        |  |
| Non-Dwelling Depreciation                                  | 103  | 103                                      | 0                        |  |

|   |               |               |              |  |
|---|---------------|---------------|--------------|--|
| HRA revenue contribution to capital expenditure | 2,694         | 2,285         | (409)        | Delays and reductions in 17/18 capital programmes have resulted in a reduced revenue contribution needed to fund the capital programme. An increase in RTB sales have also provided an increase in receipts available the finance capital spend. |
| HRA Interest Payable on Loans                   | 2,133         | 2,107         | (26)         | Saving in year due to interest payments being less than budgeted due to lower rates.   |
| Provision for bad and doubtful debts            | 3             | 3             | 0            |  |
| <b>Expenditure Total</b>                        | <b>19,689</b> | <b>18,867</b> | <b>(822)</b> |  |

**Table 2. Capital Expenditure 2017-18**

| Capital Programme                           | Profiled Budget<br>Qtr 3<br>£000 | Expenditure<br>to Qtr 3<br>£000 | Variance<br>£000 | Comment  |
|---|----------------------------------|---------------------------------|------------------|--|
| Improvement Programme<br>Kitchen & Bathroom | 1,998                            | 1,826                           | (172)            | Void kitchen and bathroom works have been higher than anticipated resulting in a £44k overspend. This is largely due to GYN undertaking works that had been previously refused by tenants. Planned works are currently £216k underspent. Kitchen works are currently forecast to increase in Qtr 4 following the results of the stock condition survey. GYN have completed 117 kitchens and 47 bathrooms year to date. Due to a delay in the 17/18 works, it is forecast to c/fwd budget into 18/19 in order to excel the Kitchen and Bathroom programmes. |
| Improvement Programme<br>Windows & Doors    | 83                               | 25                              | (58)             | Reduced activity within the windows and doors programme has led to an underspend. 68 Jobs have been completed at 54 properties YTD in 17/18 with an outstanding 5 jobs to be completed.  |
| Planned Maintenance                         | 548                              | 389                             | (159)            | Rewiring works have been limited year to date due to access restrictions with a current underspend of £150k. Two Adaptation extensions have been completed at both 30 marsh & 4 Suffolk Road. Further extension works have been delayed and are expected to be completed in 18/19.   |
| Energy & Efficiency<br>Improvements         | 847                              | 748                             | (99)             | Charter Close communal heating upgrades have been now been completed in 17/18. GYN have completed 20 Inefficient and partial heating systems upgrades YTD. Scheduled works are difficult to estimate and have been delayed due to an increased number of installation refusals causing an underspend year to date of £95k. GYN have completed 76 Vokera Boilers, with a remaining 4 to complete within 17/18. GYN have also completed 10 Air source heating pump installations YTD with a further 1 to complete in 17/18.                                  |
| Specific Planned Projects                   | 115                              | 107                             | (8)              | GYN management fee is underspent due to the transfer of 3rd party works such as Dodds, resulting in an YTD £13k underspend. One Whole House refurbishment has been competed at 19 Shakespeare Road and remaining works completed at 8 Croft Hill.  |
| Estate Improvements                         | 0                                | (36)                            | (36)             | No Spend YTD for Sewerage Scheme works. This budget  |

|                        |              |              |              |  |
|------------------------|--------------|--------------|--------------|--|
|                        |              |              |              | is to be c/fwd for works within 18/19.   |
| Empty Properties       | 871          | 868          | (3)          | Long term voids have been delayed in 17/18. This budget is to be c/fwd into 18/19. Major voids are £80k overspent YTD. GYN have seen both an increase in number of properties made void as well as an increased level of property dilapidation resulting in increased works.                 |
| New Affordable Housing | 2,466        | 2,476        | 10           | £10k overspend due to committed cost carried forward into 17/18. 5 properties have been purchase YTD. Further Beacon Park construction fees have been committed within 17/18 but this will need to be partly c/fwd into 18/19.   |
| Neighbourhood Plans    | 1,717        | 1,708        | (9)          | NHP spend was higher than forecast in the first two quarters due to delayed completion of works relating to the 16/17 programme. No further large Neighbourhood planned works are scheduled to begin in 17/18. Part of this budget will be requested to be C/fwd for further works in 18/19. |
| <b>Total</b>           | <b>8,645</b> | <b>8,111</b> | <b>(534)</b> |  |

2. Quarter 3 monitoring indicates that the majority of budgets will be fully spent; however some projects have been impacted due to the outcome of the stock condition survey results. In light of the latest monitoring analysis at quarter 3, the forecasts for 2017-18 have been updated as set out in the following section, along with highlighting budgets to be carried forward into 18/19.

### 3. Forecasts for 2017-18

3.1. To prepare updated forecasts detailed analysis has been undertaken of actual figures, known variations (as indicated in the budget monitoring analysis) and planned changes identified by the review work. The latest forecasts are set out below; table 3 shows the HRA Income and Expenditure forecast and table 4 shows the Capital Programme and planned resourcing of that programme.

#### 3.2. **Table 3 - HRA Income and Expenditure Forecast 2017/18**

|   | <b>Current Budget<br/>2017-18<br/>£000</b> | <b>Forecast<br/>Budget 2017-<br/>18<br/>£000</b> | <b>Variance<br/>£000</b> |
|---|--|--|--------------------------|
| Dwelling Rents                            | (21,738)                                   | (21,738)   | 0                        |
| Other non-dwelling rents                  | (239)                                      | (239)  | 0                        |
| Charges for services and facilities       | (1,318)                                    | (1,318)  | 0                        |
| Contribution Towards Expenditure          | (68)                                       | (68)   | 0                        |
| Interest & investment income              | (5)  | (5)  | 0                        |
| <b>Income Total</b>                       | <b>(23,368)</b>                            | <b>(23,368)</b>                                  | <b>0</b>                 |
|   |  |  |                          |
| Repairs & Maintenance                     | 9,512                                      | 9,416  | (96)                     |
| Supervision and Management                | 4,878                                      | 4,878  | 0                        |
| Rents Rates & Taxes                       | 205  | 205  | 0                        |
| Depreciation Non-Dwelling                 | 135  | 135  | 0                        |
| Capital expenditure funded by the HRA     | 3,234                                      | 2,484  | (750)                    |
| Depreciation                              | 3,202                                      | 3,202  | 0                        |
| HRA Interest Payable                      | 2,567                                      | 2,567  | 0                        |
| Provision for bad and doubtful debts      | 150  | 150  | 0                        |
| <b>Total Expenditure</b>                  | <b>23,883</b>                              | <b>23,037</b>                                    | <b>(846)</b>             |
|   |  |  |                          |
| Transfers (from)/to Earmarked Reserves    | (39)                                       | (39)   | 0                        |
| Contribution to Pension Reserves          | (100)                                      | (100)  | 0                        |
|   |  |  |                          |
| <b>Deficit/(Surplus) for the year</b>     | <b>376</b>                                 | <b>(470)</b>                                     | <b>(846)</b>             |
|   |  |  |                          |
| <b>Bfwd HRA Reserves Balance 01/04/17</b> | <b>8,058</b>                               | <b>8,058</b>                                     | <b>0</b>                 |
| <b>Deficit/(Surplus) for the year</b>     | <b>376</b>                                 | <b>(470)</b>                                     | <b>(846)</b>             |
| <b>Cfwd HRA Reserves Balance 31/03/18</b> | <b>7,682</b>                               | <b>8,528</b>                                     | <b>846</b>               |

3.3. The £846k decrease in the total expenditure is due to the following:

- Revisions to the Major adaptation budget reducing the 17/18 Forecast by £70k
- Revisions to the Minor adaptations budget reducing the 17/18 forecast by £26k
- Carried forward underspends from the 17/18 capital programmes will result in a reduction of revenue needed to fund capital programmes of £750k.

3.4. **Table 4 – Summary of Capital Expenditure and Resourcing Forecast 17/18.**

|   | <b>Current<br/>2017/18<br/>£000</b> | <b>Forecast<br/>2017/18<br/>£000</b> | <b>Variance<br/>£000</b> |
|---|-------------------------------------|--------------------------------------|--------------------------|
| Improvement Programme<br>Kitchen & Bathroom | 2,514                               | 2,304                                | (210)                    |
| Improvement Programme<br>Windows & Doors    | 100                                 | 100                                  | 0                        |
| Planned Maintenance                         | 741                                 | 561                                  | (180)                    |
| Energy Efficiency<br>Improvements           | 1,008                               | 1,008                                | 0                        |
| Specific Capital Projects                   | 140                                 | 140                                  | 0                        |
| Empty Properties                            | 1,150                               | 1,050                                | (100)                    |
| Estate Improvements                         | 80                                  | 0                                    | (80)                     |
| Neighbourhood Plans                         | 2,100                               | 1,920                                | (180)                    |
| New Affordable Housing                      | 2,666                               | 2,666                                | 0                        |
| <b>Total Expenditure</b>                    | <b>10,499</b>                       | <b>9,749</b>                         | <b>(750)</b>             |
|   |                                     |                                      |                          |
| Borrowing                                   | 2,666                               | 2,666                                | 0                        |
| Capital Receipts                            | 1,262                               | 1,262                                | 0                        |
| Major Repairs Reserve                       | 3,234                               | 3,234                                | 0                        |
| Revenue                                     | 3,337                               | 2,773                                | (750)                    |
| <b>Total Financing</b>                      | <b>10,499</b>                       | <b>9,935</b>                         | <b>(750)</b>             |

3.5. The changes incorporate in the forecasts are underspends that will be requested carried forward budgets into 18/19. A summary of the changes can be found in the table below.

3.6. **Table 5 – Forecasted Requests to Carry forward unspent budgets into 2018-19**

| <b>Project</b>                                      | <b>Current budget 2018/19 £000</b> | <b>C/Fwd Budget Amendment £000</b> | <b>Reason for change:</b>   | <b>Financing from:</b> |
|---|------------------------------------|------------------------------------|---|------------------------|
| <b>Improvement Programme Kitchen &amp; Bathroom</b> | 2,850                              | 210                                | Cfwd Planned Kitchen & Bathroom underspend budget from 17/18            | HRA Revenue reserves   |
| <b>Planned Maintenance</b>                          | 705                                | 180                                | Cfwd Planned Rewires underspend budget from 17/18                       | HRA Revenue reserves   |
| <b>Empty Properties</b>                             | 700                                | 100                                | Cfwd Long term void underspend budget from 17/18.                       | HRA Revenue reserves   |
| <b>Estate Improvements</b>                          | 0                                  | 80                                 | Cfwd Sewerage scheme underspend from 17/18                              | HRA Revenue reserves   |
| <b>Neighbourhood Plans</b>                          | 1,940                              | 180                                | Cfwd Stair Enclosures & Neighborhood Plan budgets underspend from 17/18 | HRA Revenue reserves   |
| <b>Total</b>  |                                    | <b>750</b>                         |   |                        |

#### **4. Conclusion**

- 4.1. The majority of the HRA revenue income & expenditure budgets are on track with the some revenue and capital programmes looking in increase in the final quarter.
- 4.2. The budget variances identified are partly due to the reprofiling of capital programmes pending the stock condition survey analysis. Although these variance have been highlighted within 17/18, spend will be required within 18/19 to meet the current and arising need of the HRA housing stock as identified with the stock condition survey.

#### **5. Financial implications and Risks.**

- 5.1. The detail within the report highlights the significant variances for the year to date, including a full year impact to the HRA revenue and capital budgets.
- 5.2. The income and expenditure will continue to be monitored in detail during the year, including additional reviews of the HRA 30 year business plan throughout the year.



- 5.3. The HRA is dependent mainly on the rental income stream of the social housing rents, and we have a dedicated team monitoring tenant arrears on a regular basis.

## 6. Right To Buy (RTB) Summary 2017/18

- 6.1. Table 6 provides shows the number of the RTB sales made in Quarter.3 (P10) against our anticipated budgeted sales.
- 6.2. Further analysis will be undertaken in Quarter 4 to review the projected sales anticipated for the full year.

**Table 6 – RTB Sales 2017-18**

|               | <b>Budgets Sales</b> | <b>Actual Sales</b> |
|---------------|----------------------|---------------------|
| <b>Qtr. 1</b> | 8                    | 13                  |
| <b>Qtr. 2</b> | 8                    | 12                  |
| <b>Qtr. 3</b> | 7                    | 9                   |
| <b>Qtr. 4</b> | 7                    | 0                   |
| <b>Total</b>  | <b>30</b>            | <b>34</b>           |

- 6.3. Quarter 4 has already achieved 10 actual sales and expects to complete a further 3 in the remainder of 17/18.

## 7. RECOMMENDATIONS

- 7.1. To consider the 2017/18 Housing revenue budget monitoring position – Period 1 to 10 (April – January 2018) and the full forecast budgets for 2017/18.
- 7.2. To consider the 17/18 Housing revenue forecast budget amendment requests to carry forward 17/18 budget in 18/19
- 7.3.

## 8. 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:             | Sent for information                 |
| Section 151 Officer Consultation:            | Sent awaiting approval               |
| Existing Council Policies:                   | N/A                                  |
| Financial Implications:                      | Included within detail of the report |
| Legal Implications (including human rights): | N/A                                  |
| Risk Implications:                           | Included within detail of the report |
| Equality Issues/EQIA assessment:             | N/A                                  |
| Crime & Disorder:                            | N/A                                  |
| Every Child Matters:                         | N/A                                  |



Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT  
Quarter 3 2017/18

Report to: Housing & Neighbourhoods Committee 21.03.2018

Report by: Trevor Chaplin, Interim Deputy Head of Housing

|                                       |
|---------------------------------------|
| <b>SUBJECT MATTER/RECOMMENDATIONS</b> |
|---------------------------------------|

|   |
|---|
| <b>This report provides performance data from the Housing &amp; Neighbourhoods Directorate for Quarter 3 of 2017/18</b> |
|---|

## **1. INTRODUCTION/BACKGROUND**

- 1.1 A report on key performance indicators (KPI's) will be provided to the Housing & Neighbourhoods Committee each quarter.

## **2.0 PERFORMANCE**

- 2.1 Specific areas for the committee to note include

2.2 HN06 - Average Time to Re-let Local Authority Housing - Performance continues to improve, however the average number of days, at 43 days, remains above the target of 30 days. A new approach to dealing with voids has been in operation since 1st October, working together the Council and Great Yarmouth Norse are refining processes and actively managing voids to bring about a reduction in the number of days taken to re-let a property. A new strategy on how we manage void properties will come to the Housing & Neighbourhoods Committee in June 2018.

2.3 Households in Temporary Accommodation – In addition to the agreed indicator HN01, members requested the number of households in temporary accommodation at the end of the quarter. For Q3 this was 60, an increase from Q2 when 50 households were in temporary accommodation.

## **3.0 FINANCIAL IMPLICATIONS**

None

## **4.0 RISK IMPLICATIONS**

None

#### **4.0 CONCLUSIONS**

None

#### **5.0 RECOMMENDATIONS**

That the Housing & Neighbourhoods Committee note this report.

#### **6.0 BACKGROUND PAPERS**

Performance data attached.

*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:             | <b>N/A</b>     |
| Section 151 Officer Consultation:            | <b>N/A</b>     |
| Existing Council Policies:                   | <b>N/A</b>     |
| Financial Implications:                      | <b>N/A</b>     |
| Legal Implications (including human rights): | <b>N/A</b>     |
| Risk Implications:                           | <b>N/A</b>     |
| Equality Issues/EQIA assessment:             | <b>N/A</b>     |
| Crime & Disorder:                            | <b>N/A</b>     |
| Every Child Matters:                         | <b>N/A</b>     |







**PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 3 (Oct - Dec) 2017/18**

**HOUSING AND NEIGHBOURHOODS COMMITTEE**

| Measure   | Previous Quarter                | This Quarter                    | Target                      | Qtr 3 2016/17                   | Status | Trend       |           |
|---|---------------------------------|---------------------------------|-----------------------------|---------------------------------|--------|-------------|-----------|
|   |                                 |                                 |                             |                                 |        | Last Period | Last Year |
| HN01 - Number of households still in temporary accommodation after two months<br>a) Individual<br>b) Families<br>(Quarterly Snapshot at last day of quarter)  | 10<br>17                        | 12<br>17                        | NA<br>NA                    | New indicator                   |        | N/A         | N/A       |
| HN02 - Number of<br>a) Homeless acceptances<br>b) Homeless preventions<br>(Quarterly)   | 14<br>55                        | 28<br>34                        | 60<br>75                    | 13<br>29                        |        | ↓           | ↓         |
|   |                                 |                                 |                             |                                 |        | ↓           | ↑         |
| HN03 - Great Yarmouth Community Housing rent: GYCH rent collection rate<br>a) % of rent & arrears collected<br><br>b) Arrears as a % of rent debit<br>c) Total rent arrears<br>(Quarterly Cumulative) | 96.59%<br><br>1.75%<br>£404,963 | 98.45%<br><br>1.09%<br>£271,580 | 95%<br><br>1.4%<br>£333,000 | 98.82%<br><br>1.19%<br>£278,233 |        | ↑           | ↓         |
|   |                                 |                                 |                             |                                 |        | ↑           | ↑         |
|   |                                 |                                 |                             |                                 |        | ↑           | ↑         |
| HN04 - Number of evictions from GYCH for<br>a) rent arrears<br>b) non rent tenancy breaches<br>(Quarterly Cumulative)   | 2<br>3                          | 2<br>3                          | NA<br>NA                    | New indicator                   |        | N/A         | N/A       |
| HN05 - Number of<br>a) Social housing applicants in allocation pool<br>b) Social housing new applicants awaiting assessment<br>(Quarterly Snapshot at last day of month)                              | 218<br>375                      | 220<br>363                      | NA<br>NA                    | 250<br>268                      |        | ↓           | ↑         |
|   |                                 |                                 |                             |                                 |        | ↑           | ↓         |
| HN06 - Average Time to Re-let Local Authority Housing<br>(Quarterly Cumulative)   | 47 days                         | 43 days                         | 30 days                     | 46 days                         |        | ↑           | ↑         |

| Measure   | Previous Quarter  | This Quarter      | Target         | Qtr 3 2016/17     | Status | Trend             |                   |
|---|-------------------|-------------------|----------------|-------------------|--------|-------------------|-------------------|
|   |                   |                   |                |                   |        | Last Period       | Last Year         |
| HN07 - Time taken for Housing Options to match property (Quarterly Cumulative)  | 15 days           | 11 days           | 18 days        | 17 days           |        | ↑                 | ↑                 |
| HN08 - Number of complaints of ASB received (includes flytipping; dog fouling; noise; smoke and accumulations) (Quarterly Cumulative)                               | 5,388             | 7,405             | NA             | 6,657             |        | N/A               | ↓                 |
| HN09 - Number of DFGs<br>a) Recommendations received<br>b) Approvals<br>c) Completed<br>(Quarterly Cumulative)  | 94<br>64<br>63    | 155<br>93<br>103  | NA<br>NA<br>NA | 130<br>89<br>97   |        | N/A<br>N/A<br>N/A | N/A<br>N/A<br>N/A |
| HN10 - Number of alarm calls received at Control Centre Wherry Way (Quarterly)  | 13,571            | 12,552            | NA             | 13,329            |        | N/A               | N/A               |
| HN11 - Number of out of hours call received at Control Centre Wherry Way (Quarterly)  | 1,232             | 1,039             | NA             | 1,040             |        | N/A               | N/A               |
| HN12 - Wherry Way Control Centre call handling:<br>a) Alarm Calls answered within 30 seconds<br>b) Alarm Calls answered within 60 seconds<br>(Quarterly Cumulative) | 84.96%            | 84.95%            | 80%            | 86.2%             |        | ↔                 | ↓                 |
|   | 93.79%            | 93.53%            | 98%            | 94.46%            |        | ↓                 | ↓                 |
| HN13 - Number of Yare Care Alarm<br>a) Referrals<br>b) Installations<br>c) Removals<br>(Quarterly Cumulative)   | 150<br>150<br>115 | 216<br>216<br>165 | NA<br>NA<br>NA | 214<br>211<br>173 |        | N/A<br>N/A<br>N/A | N/A<br>N/A<br>N/A |
| HN14 - Number of Community Housing Adaptations<br>a) Recommendations received<br>b) Approvals<br>c) Completed<br>(Quarterly Cumulative)                             | 157<br>132<br>106 | 210<br>189<br>162 | NA<br>NA<br>NA | New indicator     |        | N/A<br>N/A<br>N/A | N/A<br>N/A<br>N/A |

| Measure  | Previous Quarter | This Quarter | Target | Qtr 3 2016/17 | Status | Trend       |           |
|--|------------------|--------------|--------|---------------|--------|-------------|-----------|
|  |                  |              |        |               |        | Last Period | Last Year |
| HN15 - Neighbourhoods That Work programme  |                  |              |        |               |        |             |           |
| a) Number of self-help resident led community groups supported to develop.   | 22               | 27           | 20     | New indicator |        | N/A         | N/A       |
| b) Number of residents who have overcome issues preventing them from getting and holding down a job, resulting in them sustaining employment.  | 52*              | 68*          | 56*    |               |        | N/A         | N/A       |
| c) Number of residents with complex needs supported to overcome at least one personal challenge.<br>(Quarterly Cumulative)   | 52*              | 64*          | 74*    |               |        | N/A         | N/A       |
| <b>Note:</b>   |                  |              |        |               |        |             |           |
| * These figures reflect the 2017/18 BLF delivery year (and the Target for end of March 2018, within this delivery year) as agreed with BLF. Note, these figures form part of a cumulative target to be achieved throughout the 5 year life span of the NTW programme.  |                  |              |        |               |        |             |           |
| <b>Measures that are not achieving Target:</b>   |                  |              |        |               |        |             |           |
| HN06 - Average Time to Re-let Local Authority Housing - Performance continues to improve, however the average number of days, at 43 days, remains above the target of 30 days. A new approach to dealing with voids has been in operation since 1 <sup>st</sup> October, working together the Council and Great Yarmouth Norse are refining processes and actively managing voids to bring about a reduction in the number of days taken to re-let a property. A new strategy on how we manage void properties will come to a future Housing & Neighbourhoods Committee. |                  |              |        |               |        |             |           |

|   |  |
|---|--|
| <b>Key</b>  |  |
| <b>Status</b>   |  |
|  | Current performance has met or exceeded target/ has met or exceeded trend                                      |
|  | Current performance is below target but within tolerance/ is below trend but within tolerance                  |
|  | Current performance is below target and tolerance/ is below trend and tolerance                                |
|  | Contextual information only  |
| <b>Trend</b>  |  |
|  | Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.                |
|  | Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year. |

**Key:**

NA = No target set, contextual information only

N/A = Not available/not applicable



**Subject:     Housing Allocations Scheme**

**Report to:   Housing & Neighbourhoods Committee: 21<sup>st</sup> March 2018**

**Report by:   Vicky George, Head of Housing**

## **RECOMMENDATIONS**

- 1. To approve the revised Housing Allocations Policy subject to consultation with registered providers and stakeholders.**
- 2. To delegate authority to the Head of Housing to make any minor changes to the policy following consultation with the caveat that any major changes would be presented to a future Housing and Neighbourhoods Committee**
- 3. To delegate authority to the Head of Housing to approve allocations as set out in paragraph 3.2**
- 4. To introduce a wider housing register to provide the council with greater depth of information on local housing need**

## **1. INTRODUCTION**

- 1.1 This report summarises proposals to revise the council's current housing allocation policy.
- 1.2 The council's allocation policy outlines who is eligible for council housing. The current scheme was adopted in 2011 and revised in 2014 to take account of changes in legislation such as the Welfare Reform Act (2012). It is timely for the allocations policy to be reviewed to ensure that it takes account of changes in legislation such as the Homelessness Reduction Act (2017) and to ensure the policy still meets the council's priorities in terms of allocating housing.
- 1.3 Officers have identified the following issues which opens up the debate on the policy:
  - There is no wider housing registration process
  - There is little information retained on the housing needs of those outside the 'pool households'
  - There is a lack of transparency in the process used to place applicants in the 'pool'
  - There are delays in allocating 'hard to let' properties because there is low

desirability for these properties amongst people in the lettings pool

## **2. THE LEGAL FRAMEWORK**

2.1. Housing authorities are required by s.166A(1) of the Housing Act (1996) to have an allocation scheme for determining for priorities and for defining the procedures to be followed in allocating housing accommodation and they must allocate in accordance with that scheme. The council must make allocations and nominations in accordance with a published Allocations Policy. The scheme must be framed to give 'reasonable' preference to certain applicants and these are summarised below:

- Homelessness households who are homeless (within the meaning of Part VII of the 1996 Act, i.e. the homelessness legislation); this includes people who are determined by a council as not having a priority need.
- Homelessness households who are owed a duty by any housing authority under section 190(2), 193(2) or 195(2) of the Housing Act.
- People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- People who need to move on medical or welfare grounds (including grounds relating to a disability).
- People who need to move to a particular locality within the area for example, to be nearer to special training opportunities, or special medical facilities to avoid hardship to themselves or others.

2.2. Section 160ZA of the Housing Act requires local authorities to consider whether applicants are eligible for allocation of accommodation. Certain people from abroad, including some who are subject to immigration control are not eligible to be allocated accommodation. The local authority may only allocate accommodation to people who are defined as qualifying and subject to those people mentioned above and those in the armed forces a local authority may decide who does and does not qualify.

## **3. ALLOCATION POLICY**

3.1. The current policy was adopted in 2011 and revised in 2014. The allocation scheme sets out the policy in terms of who is eligible, the qualifying criteria, how priority is awarded and how allocations are made.

3.2. A review of the policy has been undertaken. This included a member workshop in January 2018. The review concluded that the majority of the existing allocations policy was still fit for purpose. However, it proposes a small number of specific changes to the allocations policy. The key changes proposed are:

- Revision to introduce income and capital limit for applicants

- New criteria for exclusion where an applicant has previously exercised their right to buy or right to acquire a social housing property
- New criteria where an applicant is exempt from the residency criteria
- When a local letting plan is used to allocate to a new scheme priority can be awarded to working families who may not qualify under the substantive scheme
- Reduced priority where an applicant is subject to a duty under the Homelessness Reduction Act but is not cooperating with their plan
- Removing the ability to express a preference on type of property for 3 months after an applicant has been accepted into the allocation pool
- Head of Housing to be given delegated responsibility within the Council's constitution to approve allocations to employees of the council, Members, Board Members of Housing Associations and their relatives

A table containing all the proposed changes to the policy is attached as Appendix 1.

3.3. In addition, members discussed changing the residency criteria from two years to three years but a consensus of opinion was not reached on this. The impact of changing the residency criteria would be that some applicants would no longer qualify until they had fulfilled three years' residency. This extension of the criteria, in the short term, is likely to also reduce the number of people eligible to enter the lettings pool. Research into residency criteria used by other Norfolk authorities revealed the following:

- Breckland: 3 years continuous or 3 out of 5 years
- Broadland and Norwich: 2 years continuous
- North Norfolk & Kings Lynn & West Norfolk: 6 out of 12 months or 3 years out of the previous 5 years (mirrors the homeless legislation)
- South Norfolk: 6 out of 12 months or 3 out of 10 years

3.4. Given the issues outlined in paragraph 3.3, above, officers recommend retaining the two-year residency criteria.

3.5. A copy of the proposed revised allocation policy is attached as Appendix 2. This incorporates all the proposed amendments outlined in Appendix 1.

#### **4. LOW DEMAND PROPERTIES (DIFFICULT TO LET)**

4.1 Some properties that become available to let are in less demand than the majority of our stock. This may be due to the type of accommodation, e.g. sheltered properties above ground floor and/or location. The number of low demand properties will vary according to the needs of applicants at a particular time.

4.2 A property will be deemed to be in low demand if a nomination is requested and, following the allocation process, it is established that no suitable prospective tenant is available.

4.3 In these cases the local letting plan is used to create a reserve list where applicants who would not normally qualify for an allocation are placed, subject

to their agreement. Applicants on the reserve list will be awarded level 1 priority only.

- 4.4 The housing service will also consider other options for low demand properties including conducting an options appraisal on retaining the property, de-designation of sheltered stock, use as temporary accommodation etc.

## **5 DATA ON HOUSING NEED**

- 5.1. It is recognised that the council needs a better understanding of housing need within the borough and that the allocation scheme can contribute to this. The current application process will be adapted to record wider housing need. This will capture applicants including those who do not currently qualify but still have a housing need. An example could be someone who is living in unsuitable accommodation but does not qualify because they owe a significant housing related debt, or someone who is adequately housed but is interested in other housing options. Introducing a wider housing register will provide the council with a greater depth of information on local housing need and can be used to better inform policies and decisions.

## **6 NEXT STEPS**

- 6.1. The revised policy is subject to statutory consultation with all registered housing providers that operate in the borough. It is also necessary to conduct public and stakeholder consultation and it would be preferable to do this at the same time. The consultation period is normally four weeks. It is proposed that any minor changes to the policy following consultation are delegated to the Head of Housing to make. However, any major changes would be brought back to Housing and Neighbourhoods Committee for further discussion.
- 6.2. Internal procedures and documentation will require amendment to incorporate the policy changes and staff will also require awareness training to inform them of the changes.

## **7 SUMMARY**

The proposed amendments to the housing allocation policy enable the policy to be revised in line with the council's current priorities. Only minor amendments are proposed although the document has been completely refreshed to clearly set out the allocation process.

## **8 RECOMMENDATIONS**

- 1. To approve the revised Housing Allocations Policy subject to consultation with registered providers and stakeholders.**
- 2. To delegate authority to the Head of Housing to make any minor changes to the policy following consultation with the caveat that any major changes would be presented to a future Housing and**

### **Neighbourhoods Committee**

- 3. To delegate authority to the Head of Housing to approve allocations as set out in paragraph 3.2**
- 4. To introduce a wider housing register to provide the council with greater depth of information on local housing need**

| <b>Area for consideration</b>                | <b>Comment</b>   |
|--|--|
| Monitoring Officer Consultation:             | 12 <sup>th</sup> March 2018  |
| Section 151 Officer Consultation:            | Not required   |
| Existing Council Policies:                   | Current Allocations Policy 2014  |
| Financial Implications:                      | None   |
| Legal Implications (including human rights): | Fulfilling statutory obligation to have an allocations policy under s.166A(1) of the Housing Act (1996)  |
| Risk Implications:                           | Included in the report   |
| Equality Issues/EQIA assessment:             | Considered – service meets the needs of vulnerable client groups   |
| Crime & Disorder:                            | N/A  |
| Every Child Matters:                         | Considered – service meets the needs of a vulnerable client group including children and their families. |

## PROPOSED CHANGES TO THE HOUSING ALLOCATIONS POLICY

| Amend Ref | Reference in Current Policy<br>If applicable) | Section in Proposed Policy  | Reference in Proposed Policy | Policy Amendment   | Impact   | Further Work |
|-----------|---|-----------------------------|------------------------------|--|--|--------------|
| 1         | Paragraph 1                                   | Introduction                | Section 1 paragraph 2        | Minor amendment to include narrative on supply of social housing   | None   | None         |
| 2         | Paragraph 2                                   | Legal & Policy Framework    | Section 2.2                  | Update to incorporate council and housing priorities from the corporate plan and the housing strategy  | None   | None         |
| 3         | N/A (New)                                     | Legal & Policy Framework    | Section 2.2                  | Introduces an additional preference to members and ex-members of the armed forces  | Meets GYBC commitment to the Armed Forces Covenant. In terms of the scheme, minimal impact as applications are low are usually met within time limits for discharge from forces. | None         |
| 4         | N/A (new)                                     | Applying for Social Housing | Section 3.1 (j)              | Introduce income & capital limit for applicants to be eligible for an allocation.<br>The proposal is to set a limit based on average property prices in the borough. A household will not be eligible if a combination of their income, capital and equity in a property exceed that limit. As an example, the average house price in the borough for 2016 was £162,463. 33% of this figure would be £56,612. A level of income, savings or property equity above this level would exclude a household from the allocation pool. | Some applicants will no longer qualify.<br>The purpose is to ensure that those applicants who have the means to resolve their own housing issue should do so.                    | None         |
| 5         | N/A (New)                                     | Applying for Social Housing | Section 3.1 (m)              | New criteria for exclusion where an applicant has  | Some applicants will no longer qualify. Purpose  | None         |

| Amend Ref | Reference in Current Policy<br>If applicable) | Section in Proposed Policy  | Reference in Proposed Policy | Policy Amendment  | Impact  | Further Work  |
|-----------|---|-----------------------------|------------------------------|---|---|---|
|           |   |                             |                              | previously exercised the right to buy or right to acquire.  | is to act as a deterrent in those cases where previous tenants dispose of their RTB property and then re-apply for social housing.  |   |
| 6         | Paragraph 3.3 (k)                             | Applying for Social Housing | Section 3.1 (k)              | Amendment to paragraph which now includes those under a duty to prevent or relieve homelessness under the Homelessness Reduction Act 2017.          | This balances the new additional preference for applicants owed a duty under the new Act with a provision of one suitable offer. This should enable GYBC to manage applications under the new Act more effectively. | None  |
| 7         | N/A (New)                                     | Applying for Social Housing | Section 3.1                  | New paragraph inserted on provision of advice.  | Reinforces that advice on additional options should be provided where applicants do not qualify for social housing.   | Develop further into an appended section on housing options |
| 8         | Paragraph 4.1 (c)                             | Applying for Social Housing | Section 3.3 (c)              | Removes reference to support as this is covered by a local letting plan for low demand properties.  | Clarifies for applicants and staff who is eligible for an allocation outside the area.  | None  |
| 9         | Paragraph 4.1                                 | Applying for Social Housing | Section 3.3 (d)              | Insertion of new category where an applicant is exempt from the residency criteria.   | Incorporates Right to Move legislation into the policy. No applications have been received under this provision since its commencement in 2015  | None  |
| 10        | N/A (new)                                     | Applying for Social Housing | Section 3.5                  | New section on prevention of fraud – sets out that fraud is a criminal offence and the actions the council will take if evidence of fraud is found. | Clarification for applicants and staff  | None  |
| 11        | N/A (new)                                     | Applying for Social Housing | Section 3.6                  | New section on applications from and lettings to members of the council, council staff, board   | Clarification for applicants and staff in respect of their responsibilities.  | Update application form                                     |

| Amend Ref | Reference in Current Policy<br>If applicable) | Section in Proposed Policy                            | Reference in Proposed Policy | Policy Amendment  | Impact  | Further Work |
|-----------|---|---|------------------------------|---|---|--------------|
|           |   |   |                              | members of housing associations and their relatives   | Protects staff from challenge. Improves transparency as assess to the housing pool and allocation of housing is monitored and determined at a senior level.                                 |              |
| 12        | N/A (new)                                     | Applying for Social Housing                           | Section 3.7                  | New section on notification of not being eligible to join the housing pool, which explains the process.   | Clarifies the process for applicants and staff  | None         |
| 13        | N/a (new)                                     | How to Apply to Join the Housing Pool                 | Section 4                    | New section that explains how an application should be made, when and how an applicant should notify the council of a change in circumstances and the process for notifying applicants that they are not eligible to join the housing pool. | Clarifies the process for applicants and staff  | None         |
| 14        | Paragraph 7                                   | Assessing & Prioritising Applications                 | Section 5 & appendix 2       | Appendix 2 included to provide clarity over the level of priority awarded dependent upon an applicant's circumstances.  | Provides additional transparency to applicants on level of priority awarded.  | None         |
| 15        | Paragraph 7.7 & 7.8                           | Assessing & Prioritising Applications                 | Section 5.1(c)               | Inserts a new paragraph to award reduced priority where an applicant is subject to a duty under the Homelessness Reduction Act to prevent or relieve their homelessness, however is not cooperating with their plan.                        | This balances the need to award preference in such cases and reflect member comments on applicant who may not cooperate with our reasonable steps to prevent or relieve their homelessness. | None         |
| 16        | N/A (new)                                     | How the Council Allocates Homes Available for Letting | Section 6                    | New section that sets out the process including when a nomination is made, invitation to view and refusal   | Clarifies the process for applicants and staff  | None         |
| 17        | Paragraph 9.2                                 | How the Council                                       | Section 6.1                  | Amendment to remove the ability to  | The impact should be that   | None         |



| Amend Ref | Reference in Current Policy<br>If applicable) | Section in Proposed Policy                                | Reference in Proposed Policy | Policy Amendment  | Impact   | Further Work   |
|-----------|---|---|------------------------------|---|--|--|
|           |   | Allocates Home Available for Letting                      |                              | express a preference on type of property for 3 months after an applicant has been accepted into the allocation pool.  | offers of accommodation can be made earlier than they currently are. This reflects the fact that 63% of our voids are flats and maisonettes and is therefore proportionate. The ability to express a preference of geographical area for 3 months has been retained. |  |
| 18        | N/A (new)                                     | How the Council Allocates Homes Available for Letting     | Section 6.2                  | New paragraph inserted to clarify the number of offers applicants are entitled to under the scheme.   | Applicants are more aware of the number of offers they may receive.  | None   |
| 19        | Paragraph 6                                   | Local Lettings Plan                                       | Section 8                    | Clarifies that Local Letting Plans (LLP) may include providing additional preference to applicants who otherwise may not have sufficient priority for an allocation | This will clarify that when a LLP is used to allocate to a new scheme, a mixed community can be established by awarding priority to e.g. working families who may not qualify under the substantive scheme.  | Review and refresh existing LLP that deals with allocating difficult to let properties |
| 20        | N/A (new)                                     | Rights of Information, Review of Decisions and Complaints | Section 9.1                  | New section on applicants rights to request information   | Explains rights to applicants  |  |
| 21        | N/A (new)                                     | Rights of Information, Review of Decisions and Complaints | Section 9.3                  | New section on making a complaint. Incorporates the councils complaints process   | None   | None   |
| 22        | N/A (new)                                     | Service Standards   | Section 10                   | New section setting out service standards an applicant can expect from the service. A statement on the councils commitment to equality and diversity                | None   | None   |
| 23        | N/A (new)                                     | The Legal Duties of the                                   | Section 11                   | New section covering confidentiality,   | Clarifies the responsibilities of  |  |

| Amend Ref | Reference in Current Policy<br>If applicable) | Section in Proposed Policy     | Reference in Proposed Policy | Policy Amendment   | Impact   | Further Work |
|-----------|---|--------------------------------|------------------------------|--|--|--------------|
|           |   | Council and Housing Applicants |                              | access to personal information and making false statements or withholding information.                     | the council and the applicant  |              |
| 24        | N/A (new)                                     | Appendix 2                     | Appendix 2                   | Revised to provide clarity over the level of priority awarded dependent upon an applicant's circumstances. | Provides additional transparency to applicants on level of priority awarded. |              |
| 25        | Appendix 2                                    |                                | None                         | Housing with care flowchart deleted  |  |              |

### GREAT YARMOUTH BOROUGH COUNCIL HOUSING ALLOCATION SCHEME 2018

#### 1. INTRODUCTION

This document sets out Great Yarmouth Borough Councils (GYBC) policy for assessing applications to the council's housing pool and for allocating homes owned by the council and housing associations within the Borough boundaries to which the Council has nomination rights.

There is a limited supply of social housing within the Borough and with approximately 400 vacancies a year across the stock there is more demand for housing than there is supply. The allocations scheme has therefore been framed to deliver the following objectives:

- To give priority to those in greatest housing need
- To ensure that those who have the greatest housing need have the greatest opportunity to secure suitable housing.
- To help meet local housing needs and prevent homelessness
- To enable applicants to make informed choices about their options
- To develop stable communities by assisting people to find a home of their choice in their areas of choice
- To make best use of social housing stock in Great Yarmouth and reduce the number of void homes
- To promote equality of opportunity to those seeking homes
- Deliver an allocations scheme that is transparent and easy to understand

#### 2. LEGAL AND POLICY FRAMEWORK

##### 2.1 Legal Framework

S166 of the Housing Act 1996 (as amended by the Localism Act 2011) requires local authorities to have a published allocations scheme that clearly sets out how allocations and nominations to housing association properties are made. The allocations scheme takes into account reasonable preference, eligibility and qualification and the council's equalities duties.

Under part 6 of the Housing Act 1996 the Council's allocation scheme is framed to ensure reasonable preference is given to certain categories of applicants. These are:

- a) Homelessness Households who are homeless (within the meaning of Part VII of the 1996 Act, i.e. the Homelessness Legislation); this includes people who are determined by a Council as not having a priority need.
- b) Homelessness Households who are owed a duty by any housing authority under section 190(2), 193(2) or 195(2) of the 1996 Housing Act.
- c) People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- d) People who need to move on medical or welfare grounds (including grounds relating to a disability).
- e) People who need to move to a particular locality within the area for example, to be nearer to special training opportunities, or special medical facilities to avoid hardship to themselves or others.

GYBC also has some groups of applicants to which it will give **additional preference**. Additional preference may be awarded by backdating the date of the application by 12 months to applicant who:

- a) Can demonstrate that they are in paid work for at least 24 hours per week. Where the application is by a couple, the 24 hours may be met by either partner or a combination of hours worked by each partner.

- b) Are a member of the Armed Forces or former Service personnel, where their application is made within five years of discharge
- c) Are a bereaved spouse or civil partner of a member of the Armed Forces leaving Service Family Accommodation following the death of their spouse or partner
- d) Are a serving member or former member of the Reserve Forces who needs to move because of a serious injury, medical condition or disability sustained as a result of their service

In addition an allocation can be made, regardless of other priorities, to an applicant who has an established connection with the property and who qualifies under the scheme. This may include when a joint tenant serves a Notice to terminate a tenancy and the remaining tenant makes an application to remain.

## 2.2 The Policy Framework

The content of the allocations scheme reflects the council's current corporate priorities as set out in the Corporate Plan and the housing priorities as set out in the Housing Strategy. These are: Council's Corporate Priorities

- Economic Growth
- Housing
- Neighbourhoods, Communities and the Environment
- Tourism, Culture and Heritage
- Great Yarmouth's Town Centre
- Transport and Infrastructure

### Housing Priorities

- New homes: ensuring there are enough good quality new homes
- Our homes: improving the quality and use of the council's housing stock
- Decent homes: providing a good mix of decent homes across all tenures
- Healthy homes: meeting the needs of vulnerable households

The Council's allocation scheme will also have regard to:

- GYBC Tenancy Strategy
- GYBC Housing Strategy
- GYBC Homelessness Prevention & Rough Sleeping Strategy
- Statutory guidance on allocation schemes issued by the Ministry for Housing, Communities and Local Government (MHCLG)

## 3. APPLYING FOR SOCIAL HOUSING

Anyone aged 18 or over who is eligible and qualifies can join the housing pool. The following sections set out who is eligible or ineligible to apply and the criteria that disqualify an applicant.

Where an applicant does not satisfy the eligibility criteria or is disqualified because of any one of the criteria set out in section 3.1 they **will not** be able to join the housing pool.

### 3.1. Eligibility

Under s160ZA of the 1996 Housing Act as amended by the 2011 Localism Act, local authorities must consider whether applicants are eligible for an allocation of accommodation. This relates to some people who may have been living abroad or who do not have permanent permission to remain in the UK. It does not apply to existing tenants of Great Yarmouth Community Housing (GYCH) or other Registered Providers (RP's).

A Local authority (LA) may only allocate accommodation to people who are defined as qualifying. Subject to the requirement not to allocate to persons from abroad who are ineligible and ensuring compliance with exceptions for the armed forces, it may decide who does and does not qualify.

Applicants do not qualify if they (or, where appropriate, members of their household or visitors):

- a) Owe significant housing related debt to a Council, Registered Landlord or Private Landlord. (*Significant housing debt is rent arrears/use and occupation charges, including housing benefit and court costs, equivalent to 8 weeks and above chargeable rent/monies for the property, rechargeable repairs and repayable rent deposits*)
- b) Have been convicted of illegal or immoral use of their home
- c) Have committed social housing fraud
- d) Have been a nuisance and annoyance to neighbours or others in the locality, sufficient to have warranted action by the police, Council or landlord
- e) Have been subject to an Anti -social Behaviour Order, an Anti-Social Behaviour Contract, Anti-Social Behaviour Injunction, demotion of tenancy or any similar penalty introduced under future anti-social behaviour legislation
- f) Allowed the condition of their property to deteriorate beyond reasonable wear and tear
- g) Have been a perpetrator of domestic abuse
- h) A decision has been made by a LA that they are intentionally homeless
- i) Have placed themselves in housing need or a greater housing need through an act or failure to act e.g. moving to a smaller property to create an overcrowded situation.
- j) Are able to meet their own need, after considering their individual circumstances. This may include circumstances where the household has an annual earned income, savings and equity in any property total more than one third of the average suitable property price in the borough of Great Yarmouth unless there is an overwhelming welfare need. *For example if a property is worth £150,000 then a household would not qualify if they had a combination of an annual income, savings and equity above £50,000.*
- k) Are owed a statutory re-housing duty under the Housing Act 1996 or a duty to prevent or relieve homelessness under the Homelessness Reduction Act 2017 and have refused one suitable offer of accommodation.
- l) Are not owed a statutory homelessness duty and have refused two suitable offers of accommodation. Applicants in this category will be able to re-apply after a period of 12 months
- m) Have previously exercised the Right to Buy or Right to Acquire of any property previously owned by any registered provider.
- n) Do not meet the residence or local connection condition set out in section 3.3
- o) Are under eighteen, unless they come within the exceptional circumstances set out in section 3.4

Applicants will be assessed as to whether or not they qualify at the time of application and, if applicable, again at the time an allocation is due. All applicants will be considered on the individual merits of their situation. If they do not qualify, they will be given reasons and have the right to a review of the decision (see section 9.2).

Where an applicant does not qualify for an allocation, advice will be offered on alternative housing options available to them other than social housing.

GYBC will offer a safe surrender scheme where applicants in certain circumstances will be able to surrender their tenancy and not be subject to non-qualification or reduced preference. The details of the safe surrender scheme are at Appendix 1.

### **3.3. Residence/Local Connection**

Applicants must be able to prove they meet at least one of the following conditions below and that any residence was 'by choice'.

- a) Applicants are resident in the GYBC Borough at the time of application and were resident for the past 2 years continuously.
- b) Applicant has been accepted as owed a statutory re-housing duty under the Housing Act 1996 as amended.
- c) Applicant can demonstrate that they need to move to the Borough in order to receive specialist care and the nearest or most appropriate care that is available is in the borough of Great Yarmouth.
- d) Is subject to the Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015 (SI 2015/967) where existing social housing tenants need to move to take up the offer of, or be nearer employment.

(Applicants placed in Great Yarmouth by another organisation e.g., into supported housing, in care or placed in the private sector by another local authority discharging its homelessness duty is not considered 'by choice' and will not qualify for local residence. However when the duty has expired, residence connection will begin to accrue from this date)

The residency/local connection criteria will not apply if:

- a) The applicant is a member of the Armed Forces and former Service personnel, where their application is made within five years of discharge
- b) The applicant is a bereaved spouse or civil partner of a member of the Armed Forces leaving Service Family Accommodation following the death of their spouse or partner
- c) The applicant is a serving member or former member of the Reserve Forces who needs to move because of a serious injury, medical condition or disability sustained as a result of their service

### **3.4. Other Qualification Categories**

There are additional circumstances where a LA may consider whether an applicant qualifies for an allocation.

A person is unable to hold a tenancy in law if they are under 18 years of age but it is possible for a tenancy to be held in trust on behalf of an underage person by an adult or Social Services. Applicants under the age of 18 will only be admitted to the scheme in exceptional circumstances and will only be offered an allocation if a suitable trustee has been appointed.

### **3.5. Prevention of Fraud**

It is a criminal offence for housing applicants and/or anyone providing supporting information to knowingly or recklessly make false statements or withhold reasonably requested information relevant to their application. (Section 71 Housing Act 1996 or sections 2 and 3 of the Fraud Act 2006) If there is evidence that a criminal offence has been committed the council may take proceedings that that could result in a criminal record, a fine or imprisonment. The council will seek possession of any home obtained as a result of fraud.

#### **3.5.1. Housing Applications from; and Lettings to Members of the Council, Staff Members, Board Members of Housing Associations and their Relatives.**

##### **3.6.1 Applications**

Any housing applicant, including existing council tenants must tell the council when applying to the housing register if they are:

- An elected member of the Council; or
- A council member of staff; or
- A board member of a partner housing association; or
- Related to any of the above

All applications in any group set out above will be identified on the systems to show their status under this section of the allocations policy.

Where an applicant fails to disclose the above information and it subsequently comes to the councils attention the application will be closed.

##### **3.6.2 Lettings**

The approval of the Head of Housing is needed for any lettings made to these applicants under the Housing Allocations Scheme.

Any member of staff dealing with an application for housing from a person to whom they are related must:

- Declare this immediately to their line manager and

- Have no involvement in the determining the application or making an allocation.

#### **4. HOW TO APPLY TO JOIN THE HOUSING POOL**

Applications should be made in person to the Housing Options Team at Greyfriars House Great Yarmouth.

It is possible to request a home visit in circumstances where an applicant cannot reasonably attend Greyfriars House to make their application in person.

Applicants will need to provide any supporting evidence that is required to determine the application.

##### **4.1 Changes in Circumstances and Contact Details**

All applicants must let the council know immediately of any change in their circumstances which may affect their priority for housing.

A change in circumstances includes:

- A change of address for the applicant or any person on their application
- Any additions to the household or any other person the applicant would like included in their application, for example the birth of a baby. The council will decide whether the additional person can be included in the application
- Any member included in the housing application who has moved out of the applicants current home
- Any change in income, savings or assets where these are above the thresholds set out in section 3.1 (j)
- A change in medical condition

When the council is informed of an applicant's change in circumstances, their housing application is reassessed to take account of the new information. The council will confirm in writing to the applicant whether they are still eligible and whether there is a change to their priority for housing.

Where the council becomes aware that an applicant's circumstances have changed for example when verification is being done before the offer of a viewing of a home the application will be suspended until the change of circumstances has been processed.

##### **4.2 Notification of not being able to join the Housing Pool**

Applicants found to be ineligible and or disqualified by any of the criteria in section 3.1 will receive a letter setting out:

- The council's decision
- The applicants right to request a review of that decision (see section 9.2) and
- Advice and information on alternative housing options.

Where an applicant is eligible and qualifies to join the housing pool but the council is satisfied subsequently that the applicant has become ineligible or disqualified; their housing application will be cancelled and the applicant will receive written confirmation from the council.

Any applicant deemed to be ineligible or not qualifying can apply to join the housing pool again in the future if they can demonstrate they meet the eligibility and qualification criteria.

#### **5. ASSESSING AND PRIORITISING APPLICATIONS**

The allocation scheme must be able to distinguish between applicants on the basis of priority and state how a property will be allocated where there are two or more applicants of equal priority. The scheme must allow a reasonable preference to those eligible and qualifying falling within the groups



listed at section 3.1 above. There is no obligation to award additional priority to an applicant who fits in more than one reasonable preference category.

The scheme awards priority based upon;

- a) The applicant has a housing need due to homelessness, housing conditions, overcrowding, medical need, social welfare grounds and under-occupation.
- b) The applicant is an existing tenant that would result in a particular property being made available, e.g. an adapted or large property.
- c) The applicant is awarded priority due to financial circumstances.

Within these particular groups, differing levels of priority can be awarded dependent upon the level of e.g. medical need or financial hardship

Where there are two or more applicants of equal priority, the property is offered to an applicant who has an exceptional need for the geographical area or property type available. Otherwise, priority is awarded to the applicant with the earliest application date, defined as the first date of contact. (The scheme of awarding priority is attached at Appendix 2).

The council will consider whether a household is under or over occupying a property with regard to the size criteria used when assessing housing benefit. i.e.

- Children under 16 of the same gender will be expected to share a bedroom
- Children under 10 will be expected to share a bedroom regardless of gender
- A tenant or partner with disabilities requiring a non-resident overnight carer will be allowed an extra bedroom.

The same criteria will apply in deciding how many bedrooms an applicant requires in any property allocated to them. Consideration will be given for any medical or social need (including children with disabilities) that leads to a family requiring more bedrooms than allowed under these criteria. Medical & Social needs will be considered by a senior council officer who may request evidence from other agencies.

### **5.1. Reduced Priority**

Legislation permits that some applicants who are eligible and qualify for an allocation can have their priority reduced. In most cases, applicants will not qualify for an allocation under section 3.1 and will have to re-apply when the behaviour has been mitigated.

There will be cases where the applicant's behaviour is such that an allocation is not appropriate but they have not reached the threshold to not qualify. Examples of when reduced priority may apply include:

- a) Where an applicant is in rent arrears but not to the 8 week level. In such cases priority can be reduced until the applicant has taken steps to improve the behaviour. This may be by maintaining a payment arrangement for an acceptable period, paying an acceptable lump sum or clearing the arrears.
- b) Where an applicant has a housing need but a sustainable tenancy would only be possible if a support package was in place. Reduced priority would be awarded until the support package was available and the applicant had agreed to accept the support. This would ensure that an offer is not made before an applicant is ready to take on a tenancy. Care leavers would fall into this category.
- c) Where an applicant is owed a duty to prevent or relieve their homelessness under the Homelessness Reduction Act 2017, however, in the opinion of GYBC, is not cooperating by taking reasonable steps in order to assist the Council meet those duties.

### **5.2. Transfers and Management moves**

Existing tenants who wish to transfer but do not have a reasonable preference under the scheme do not fall under part 6 of the Housing Act. Landlords are still able to nominate such tenants for a



transfer. GYBC have found that operating one combined pool of applicants has been the most efficient way of granting existing tenants a transfer.

Where an existing tenant is nominated for a management move under the scheme, they will be made one suitable offer of accommodation.

## **6. HOW THE COUNCIL ALLOCATES HOMES AVAILABLE FOR LETTING**

A new tenant will be nominated for a vacant property at the point where the existing tenant has provided formal notice to end their tenancy or where notified by a registered provider that a property is available. Where an applicant is identified as a match to a vacant property, their application will be verified to ensure that the circumstances have not changed and that they remain eligible for an allocation.

The nominated applicant will be invited by telephone or text to view the prospective property at the earliest time when it is safe to do so. An unreasonable failure to respond to a request to view a property within 24 hours may mean that the applicant is bypassed and the nomination will be made to another applicant.

It may be necessary for a viewing to take place with an occupational therapist and/or other medical professionals to assess whether the property is suitable. An applicant should accept the property within 24 hours of viewing. Failure to do so will be considered a refusal of the offer.

If an applicant refuses a nomination it will count towards the number of offers permitted in their circumstances unless the property is not suitable when considering their housing need. Applicants should be aware that a property will not be considered unsuitable simply due to being a flat or maisonette, nor due to location unless a specific requirement exists.

### **6.1. Choice**

GYBC is committed to offering applicants a choice of accommodation and allowing them to express reasonable preferences. However it may not be able to meet all requests due to the level of demand or availability of accommodation. The council therefore limits the length of time that applicants may express a preference in terms of geographical area. Applicants will be given advice and information by the Council's Housing Options Advisers to help them understand their options and make informed choices.

Applicants will be permitted to make a preference of the geographical area of property that they wish to be considered for, for a period of three months. If applicants have not been allocated a property within the three month period, housing options will reserve the right to offer properties outside the applicants' preferences.

Applicants who are owed a statutory housing duty under the Housing Act 1996 as amended will be made one offer of suitable accommodation. Refusal of that offer will result in a discharge of the homelessness duty and being removed from the allocation pool.

Other applicants will be allowed two offers of suitable accommodation. Refusal of two suitable offers will result in the applicant being removed from the allocation pool. Applicants will be able to re-apply after a period of 12 months.

### **6.2. Number of Offers**

Applicants will be made a limited number of offers of suitable accommodation depending on their circumstances, as follows.

- Where an applicant is owed a statutory re-housing duty under the Housing Act 1996 or a duty to prevent or relieve homelessness under the Homelessness Reduction Act 2017 - one suitable offer of accommodation.
- Where an applicant has been granted a management move under paragraph 10 of the scheme - one suitable offer of accommodation.
- Where an applicant has been placed in the reserve pool for applicants under the Local Letting Plan (LLP) for low demand properties - one suitable offer of accommodation.
- All other applicants – two suitable offers of accommodation

Where an applicant has received the limited number of offers defined above and has refused to accept the properties offered they shall cease to be eligible for an allocation for one year.

## **7. HOUSING WITH CARE**

In the Borough of Great Yarmouth, there are two housing with care schemes located at:

- St. Augustines Place in Gorleston
- The Lawns in Great Yarmouth

Housing with Care is allocated by the council in conjunction with adult social care. For an applicant to be eligible for housing with care, the applicant has to be 60 or over and have both a housing need and a care need.

Adult social care carry out an assessment of an applicant's personal care needs and confirm that the applicant is suitable for housing with care. This will include a financial assessment to ensure that the applicant is fully aware of the costs of living in housing with care.

Once it is established that the applicant has both housing and care needs that can be met by living in housing with care, their application will be placed on the housing with care list.

When a vacancy occurs, all eligible applicants will be visited and the council will score each applicant. When carrying out an allocation, the council will normally allocate to the applicant who receives the highest priority. However there may occasions when an applicant with a lower priority is allocated the vacancy to ensure a balanced community within the scheme.

## **8. LOCAL LETTINGS PLANS**

The council, or its partner registered providers, may operate Local Lettings Plans in order to achieve a clearly defined objective in relation to accommodation of a specific type and/or in a geographic location. Local Lettings Plans may be used to meet the following objectives:

- a) To create mixed, balanced and settled communities and/or
- b) To encourage the development of sustainable tenancies and communities within particular developments or geographic areas, and/or
- c) To make the best use of accommodation benefitting from attributes that make it particularly appropriate for applicants of a particular description, and/or
- d) To address concentrations of deprivation or anti-social behaviour

Local Letting Plans may include providing additional preference to applicants who otherwise may not have sufficient priority for an allocation.

The above list is for illustrative purposes and is not exhaustive.

The local lettings plans can be viewed on the councils website. [www.great-yarmouth.gov.uk](http://www.great-yarmouth.gov.uk)

## **9. RIGHTS OF INFORMATION, REVIEW OF DECISIONS AND COMPLAINTS**

### **9.1. Rights of Information**

Applicants have the right to request such general information as will enable them to assess how their application is to be treated (including what preference they will be given) and if and when accommodation appropriate to their needs will be available.

Applicants have the right to be informed of any decision about their case, which is likely to be, or has been, taken into account in considering an allocation to them.

### **9.2. Review of Decisions**

It is important that applicants are able to request a review of an allocation decision in a clear, fair and efficient process. Applicants may request a review of a decision of the awarding of priority under section 5 or a decision that they are ineligible or do not qualify section 3. Reviews should take place as soon as possible in order not to disadvantage an applicant. (Decisions on homelessness applications have their own statutory review process).

The review process under the allocation scheme is as follows:

- a) A review request must be made by the applicant within 21 days of the decision regarding their application. But we may extend the time limit in exceptional circumstances.
- b) The review must be conducted by another council officer who was not involved in the original decision and is senior to the officer who made the original decision.
- c) The review process will normally be based on written representations.
- d) The review officer may make further inquiries and interview applicants and other interested parties but there will be no requirement to hold a full oral hearing.
- e) The review should be concluded within 8 weeks of the review request or as soon as reasonably practicable afterwards.
- f) The decision on review will be and communicated in writing to the applicant and give reasons if the review outcome is against the applicant.

### **9.3 Making a Complaint**

Complaints about the service or the procedures it operates should be made using councils complaints procedure.

The council's complaints procedure is a two stage process. At stage one the complaint is investigated by the Head of Service and a written response is provided, if the complainant is not satisfied with the outcome of the stage one investigation the complaint moves onto stage two where it is reviewed by a Strategic Director.

If the complainant remains dissatisfied after going through the council's complaints process they can take their complaint to the Local Government Ombudsman.

## **10. SERVICE STANDARDS**

In implementing the Allocations Scheme the council will:

- Provide advice and information about the right to apply for housing
- Provide assistance to applicants to make an housing application
- Ensure that the information provided to applicants is easy to understand
- Provide information to housing applicants about the types of homes available
- Provide information to housing applicants about the likelihood of being housed and how long it may take
- Ensure all allocation of council homes and nominations to housing associations are carried out in accordance with the allocation scheme
- Make available the Allocations Scheme for download from the Council's website.
- Comply fully with the Data Protection legislation and ensure all information housing applicants provide is treated in strictest confidence

### **10.2 Equality & Diversity**

The Housing Allocations Scheme meets the requirements of the Equality Act 2010.

The council:

- Treats each housing applicant equally in accordance with their need and where possible their preferences for housing regardless of age, disability, sex, race, religion or belief, sexual orientation, marriage and civil partnership or gender reassignment.
- Monitors the protected characteristics of applicants who apply to join the housing pool and those who are subsequently eligible and made an offer of a home.

## **11. THE LEGAL DUTIES OF THE COUNCIL AND HOUSING APPLICANTS**

### **11.1 Confidentiality**

All personal information provided to the council by housing applicants, their advocates or professional advisors is treated with utmost confidentiality.

By signing the housing application form (including electronic signatures where appropriate) applicants give their consent for the council to disclose information about them which is necessary for nominating them to a home that may be available for letting by a housing association or other registered provider.

Information about the housing applicant is only disclosed without an applicant's consent in the following defined circumstances:

- In accordance with s115 of the Crime & Disorder Act 1998 as part of a criminal investigation
- Where there is a serious threat to the applicant themselves or to another party's staff or contractors if the information is not disclosed.
- Where information is relevant to the management or support duties of a proposed landlord or support organisation to ensure that the health and safety of the applicant, a member of his or her household or a member of staff.

### **11.2 Access to Personal Information**

In accordance with the Data Protection Act 1998, all housing applicants have the right to see information held about them and their household in connection with their application for housing.

Requests to access records must be made in writing to the Council's information officer. A fee may be charged for this service.

### **11.3 False Statements or Withholding Information**

It is a criminal offence for housing applicants and or anyone providing supporting information to knowingly or recklessly make false statements or withhold reasonably requested information relevant to their application (s171 Housing Act 1996 or s2 and s3 Fraud Act 2006). This includes but is not limited to information requested:

- On the housing application form;
- In response to correspondence
- In change of circumstances or provision of medical information
- Relating to a review if the application.

An offence is committed if a third party provide false information whether or not instigated by the applicant. This applies at any stage of the application.

Where it is suspected or alleged that a person has either provided false information or deliberately withheld information, the housing application will be classified as 'application is pending' while an investigation takes place. The applicant cannot be considered for offers of accommodation until a satisfactory outcome of the investigation is reached.

Where the outcome of the investigation is that false information was not provided or information was not withheld the application will be reinstated from the date of the original registration.

Where the outcome of the investigation is that false information was provided or information was deliberately withheld the applicant may be removed from the Housing Pool or deemed ineligible to join it.

Where a council tenancy has been granted to a housing applicant as a result of a false statement, by either the applicant or a person acting at their instigation, the council will seek possession of the home using Ground 5 in Schedule 2 of the Housing Act 1985 (as amended by the 1996 Act, s146)

If there is evidence that a criminal offence has been committed the council may take proceedings that could result in a criminal record, fine or imprisonment.

### Safe Surrender

A Safe Surrender may be agreed between a tenant of one of the registered providers in Great Yarmouth that allocate from the common register and the Council.

The safe surrender needs to be agreed before the tenancy is ended.

The tenant will need to give notice in the usual way. A shorter notice period may be agreed at the landlord's discretion.

The tenant must be unable to manage the tenancy satisfactorily due to illness, support or other needs which cannot be met at that time.

Where possible support will be arranged to enable the tenant to remain.

A safe surrender agreement can be reached:

- I. Where the property is in danger of deterioration but substantial deterioration (under £500) has not yet occurred and does not occur before vacant possession is given.
- II. **and/or** the tenant is struggling to pay the rent, but the rent account is not yet more than 8 weeks in arrears (net) and does not become so before vacant possession is given.
- III. **and/or** the tenant is in breach of other terms of the tenancy but this has not yet reached the level where a reduction of preference would usually be applied and does not become so before vacant possession is given.
- IV. **And/or** other similar circumstances as agreed between the scheme landlord and the Council.

Where a Safe Surrender is agreed, if the tenant subsequently applies to the Great Yarmouth housing register their priority will not be reduced for matters relating to that tenancy, unless there were issues that have subsequently become known.

Their priority will be assessed according to current need and circumstances.

If a subsequent homelessness application is made, the fact that a safe surrender was agreed together with all the circumstances at that time would be taken into account. However the Council cannot fetter a possible future homelessness decision

### Prioritising Housing Applications

When we are notified of a vacancy, we will allocate the property to the applicant in highest housing need, who requires the particular property. Each applicant will be awarded a level of housing need dependent upon their circumstances. Where applicants meet more than one classification of housing need, they shall be awarded the highest level of need. There shall not be a composite assessment of need based on two or more classifications.

The awarding of a priority does not guarantee that an offer of suitable social housing will be made. This may be due to a low supply of suitable housing e.g. properties with three or more bedrooms with ground floor facilities or any property with four or more bedrooms.

#### Level 1

- a. Applicants who do not have a housing need however, will be considered for properties under the local letting plan for low demand properties.

#### Level 2

- a. People occupying unsanitary or otherwise living in unsatisfactory housing conditions which have been verified by GYBC Environmental Health.
- b. Households who need to move with an assessed low medical need
- c. People who need to move on social welfare grounds.
- d. Households in social housing who are under occupying a property by one bedroom.
- e. Households where their current property is unaffordable following a financial assessment carried out by GYBC.
- f. Households living in overcrowded housing conditions where they require one additional bedroom
- g. Households where a move would release an adapted property within Social Housing in the borough of Great Yarmouth or a property of value released to initiate chain of transfers.
- h. All homeless people as defined in Part VII of the Housing Act 1996 (whether or not the applicant is owed a statutory duty)

#### Level 3

- a. Households who need to move with an assessed high medical need
- b. Households in social housing who are under occupying a property by two bedrooms.
- c. Households living in overcrowded housing conditions where they require two additional bedrooms
- d. People who need to move on social welfare grounds with an urgent need to move

#### Level 4

- a. Homeless applicants where a full housing duty has been taken under Section 193 of the Housing Act 1996.
- b. Households who are subject to a duty from GYBC to prevent or relieve homelessness under the Homelessness Reduction Act 2017 and who have cooperated with GYBC in meeting their personalised housing *plans*.

- c. Households living in overcrowded housing conditions where they require three or more additional bedrooms
- d. People who need to move on social welfare grounds with an exceptional need to move
- e. Household where a move would release an adapted property within Social Housing in the borough of Great Yarmouth that has significant demand within the allocation pool.
- f. Care Leavers

#### Level 5

- a. Social Housing tenants granted a management move by their landlord. This will include a need to decant a household for a short period.
- b. Exceptional priority awarded to facilitate a move in urgent circumstances not covered by levels 1 - 4 above, e.g. severe life threatening medical condition.

#### Medical Need Assessment

An assessment of medical need will be carried out by GYBC who may refer complex cases for external advice. Examples of medical need and the level of priority include;

##### Low medical priority

The current accommodation is not suitable due to,

- Some impact on mental health
- Unable to access a toilet at night
- Age related reduced function e.g. use of stairs

##### Medium medical priority

The current accommodation is not suitable due to,

- Degree of difficulty in using stairs and only available toilet is upstairs
- Degree of difficulty in using external stairs
- Required adaptations recommended by an occupational therapist are not feasible
- Condition of property is contra to medical condition

##### High Medical Priority

The current accommodation is not suitable due to,

- A member of the household has a terminal condition with a prognosis of less than 12 months
- No access to essential facilities in the property
- The condition of the property is not resolvable and contra to medical conditions
- Safe hospital or care discharge to home
- Severe mental health needs impacted by current home

The above examples of medical need are for illustrative purpose and are not an exhaustive list.