



# Public Document Pack

## Cambridge City Council

### HOUSING MANAGEMENT BOARD

**To:** **Scrutiny Committee Members:** Councillors Blackhurst (Vice Chair), Bird, Blencowe, Brierley, Johnson, Pippas, Price and Rosenstiel

**Alternates:** Councillors Pitt and Todd-Jones

**Tenants and Leaseholders:** Diana Minns (Chair – Tenant Representative), Diane Best (Leaseholder Representative), Allen Champion (Tenant Representative), Kay Harris (Tenant Representative), John Marais (Tenant Representative) and Terry Sweeney (Tenant Representative).

**Executive Councillor for Housing:** Councillor Smart

*Despatched: Wednesday, 22 May 2013*

**Date:** Tuesday, 4 June 2013

**Time:** 5.30 pm

**Venue:** Committee Room 1 & 2 - Guildhall

**Contact:** James Goddard

**Direct Dial:** 01223 457013

### AGENDA

#### 1 APOLOGIES

To receive any apologies for absence.

#### 2 DECLARATIONS OF INTEREST

Members are asked to declare at this stage any interests that they may have in an item shown on this agenda. If any member of the Committee is unsure whether or not they should declare an interest on a particular matter, they should seek advice from the Head of Legal Services **before** the meeting.

#### 3 MINUTES *(Pages 7 - 16)*

To approve the minutes of the previous meeting. *(Pages 7 - 16)*

#### 4 PUBLIC QUESTIONS

(See information below).

**5 TO NOMINATE THREE TENANTS/LEASEHOLDERS' REPRESENTATIVES TO COMMUNITY SERVICES SCRUTINY COMMITTEE FOR MUNICIPAL YEAR 2012/13**

**Items for Decision by the Executive Councillor, Without Debate**

These Items will already have received approval in principle from the Executive Councillor. The Executive Councillor will be asked to approve the recommendations as set out in the officer's report.

There will be no debate on these items, but members of the Scrutiny Committee and members of the public may ask questions or comment on the items if they comply with the Council's rules on Public Speaking set out below.

**Items for Debate by the Committee and then Decision by the Executive Councillor**

These items will require the Executive Councillor to make a decision after hearing the views of the Scrutiny Committee.

There will be a full debate on these items, and members of the public may ask questions or comment on the items if they comply with the Council's rules on Public Speaking set out below.

**Executive Councillor for Housing**

**Items for Debate by the Committee and then Decision by the Executive Councillor**

- 6 REVENUE AND CAPITAL OUTTURN, CARRY FORWARDS AND SIGNIFICANT VARIANCES - HRA (Pages 17 - 26)**
- 7 UNDER OCCUPATION INCENTIVE SCHEME (Pages 27 - 32)**
- 8 CITY WIDE GARAGE REVIEW (Pages 33 - 46)**
- 9 GAS SAFETY CERTIFICATION FOR LEASEHOLD DWELLINGS IN FLAT BLOCKS (Pages 47 - 52)**
- 10 PROJECT APPRAISAL FOR HANOVER / PRICES COURT COMMUNITY ROOM (Pages 53 - 62)**

- 11 STAR TENANT SATISFACTION SURVEY 2014** *(Pages 63 - 68)*
- 12 COUNCIL AFFORDABLE HOUSING DEVELOPMENT PROGRAMME -  
PROGRESS REPORT** *(Pages 69 - 96)*
- 13 DITCHBURN PLACE REFURBISHMENT**

Report to follow

## Information for the Public

**Location** The meeting is in the Guildhall on the Market Square (CB2 3QJ).

Between 9 a.m. and 5 p.m. the building is accessible via Peas Hill, Guildhall Street and the Market Square entrances.

After 5 p.m. access is via the Peas Hill entrance.

All the meeting rooms (Committee Room 1, Committee 2 and the Council Chamber) are on the first floor, and are accessible via lifts or stairs.

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Most meetings have an opportunity for members of the public to ask questions or make statements.

To ask a question or make a statement please notify the Committee Manager (details listed on the front of the agenda) prior to the deadline.

- For questions and/or statements regarding items on the published agenda, the deadline is the start of the meeting.
- For questions and/or statements regarding items NOT on the published agenda, the deadline is 10 a.m. the day before the meeting.

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meeting can be found at:

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<http://democracy.cambridge.gov.uk/ecSDDisplay.aspx?NAME=SD1057&ID=1057&RPID=33371389&sch=doc&cat=13203&path=13020%2c13203>.

**Fire Alarm**

In the event of the fire alarm sounding please follow the instructions of Cambridge City Council staff.

**Facilities for disabled people**

Level access to the Guildhall is via Peas Hill.

A loop system is available in Committee Room 1, Committee Room 2 and the Council Chamber.

Accessible toilets are available on the ground and first floor.

Meeting papers are available in large print and other formats on request prior to the meeting.

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**Queries on reports** If you have a question or query regarding a committee report please contact the officer listed at the end of relevant report or Democratic Services on 01223 457013 or [democratic.services@cambridge.gov.uk](mailto:democratic.services@cambridge.gov.uk).

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**HOUSING MANAGEMENT BOARD**

5 March 2013

5.30 - 7.20 pm

**Present:**

**Scrutiny Committee Members:** Councillors Blackhurst (Chair), Blencowe, Bird, Brierley, Johnson, Pippas, Price, Rosenstiel

**Executive Councillor for Housing:** Councillor Smart

**Tenant/Leaseholder Representatives:** Diane Best (Vice Chair), Allen Champion, Kay Harris, John Marais, Diana Minns and Terry Sweeney

Housing Regulation Panel Chair: Stan Best

**Officers:**

Director of Customer & Community Services: Liz Bisset

Head of City Homes: Robert Hollingsworth

Resident Involvement Manager: Marella Hoffman

Committee Manager: James Goddard

**FOR THE INFORMATION OF THE COUNCIL****13/8/HMB Apologies**

No apologies were received.

**13/9/HMB Declarations of Interest**

<b>Name</b>	<b>Item</b>	<b>Interest</b>
Councillor Rosenstiel	13/14/HMB	Personal: Council garage tenant.

**13/10/HMB Minutes**

The minutes of the meeting held on 8 January 2013 were approved and signed as a correct record.

**13/11/HMB Public Questions**

There were no public questions.

**13/12/HMB Standard Item: Write-Off of Former Tenant Arrears****Matter for Decision**

The Officer's report set out details of 11 cases of current and former tenant arrears together with a summary of the action taken to try to recover these debts.

**Decision of Executive Councillor for Housing**

- (i) Approved that the three cases of current tenant arrears totaling £6,479.73 detailed in the attached appendix be written off, due to the expiration of a Debt Relief Order.
- (ii) Approved that the eight cases of former tenant arrears totalling £24,188.51, also detailed in the attached appendix, be written off due to recovery activity being exhausted.

**Reason for the Decision**

As set out in the Officer's report.

**Any Alternative Options Considered and Rejected**

Not applicable.

**Scrutiny Considerations**

Committee did not request this item for pre-scrutiny.

In response to the report Councillor Rosenstiel commented there was a lack of liaison between local authorities and care homes, plus City Council Housing and Benefits Teams. He encouraged better join up in future so that properties could be freed up faster for new tenants when not required by previous ones.

In response to Members' questions the Head of City Homes stated the following:

- (i) Former tenant arrears had not been given the same priority as current ones; this is why a significant sum had arisen. Former tenant arrears were now being looked at in a different way and would lead to better officer join up in future. Debts could mount up quickly and it was difficult to validate if someone died if there was no next of kin.



- (ii) Invited all HMB Members and Tenant Representatives to make an appointment to see City Homes staff and work through tenant arrears cases to see how the process worked.

The Head of City Homes undertook to liaise with interested HMB Members and Tenant Representatives post meeting.

### **Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)**

No conflicts of interest were declared by the Executive Councillor.

## **13/13/HMB Housing Portfolio Plan 2013/14**

### **Matter for Decision**

The Officer's report covered the draft Housing Portfolio Plan 2013-14, which sets out the strategic objectives for the portfolio for the year ahead, describes the context in which the portfolio is being delivered and details the activities required to deliver the outcomes and the vision. Performance measures and risks are also shown for each strategic objective.

### **Decision of Executive Councillor for Housing**

Approved the draft Housing Portfolio Plan 2013-14.

### **Reason for the Decision**

As set out in the Officer's report.

### **Any Alternative Options Considered and Rejected**

Not applicable.

### **Scrutiny Considerations**

The Committee received a report from the Executive Councillor for Housing and Director of Customer & Community Services regarding the Housing Portfolio Plan 2013/14.

The Committee made the following comments in response to the report:

- (i) Expressed concern that the least well off were most likely to be affected by changes to the benefits system.
- (ii) Councillor Bird had been contacted by tenants with care needs who were concerned about the impact of the 'bedroom tax' as a room allocated to a carer was perceived to be spare and so incurred a loss

of benefit under the new system. Councillor Bird sought clarification on how the Council would address this.

- (iii) The Council needed to provide sufficient numbers and types (eg 1, 2 and 3 bedroom properties) of housing for tenants. This also had to be maintained to decent homes standards.
- (iv) Tenant Representatives suggested there was insufficient funding available for a discretionary payment to help tenants move if they wished to downsize in response to benefit changes.

In response to Members' questions the Executive Councillor for Housing and Director of Customer & Community Services confirmed the following:

- (i) Officers were monitoring the impact of changes to the benefits system on Strategic Objective HSO1 (delivery of sustainable housing). Some tenants would be affected ie those whose sole income was benefits; whereas others would not be eg pensioners.

It was normal practice for the Council to allocate larger houses to couples with young children or those who were just starting a family in order to enable them to stay on an estate.

- (ii) Officers were trying to estimate the impact of legislation changes. The Council had some flexibility on the type of accommodation it could offer to tenants (eg 1, 2 and 3 bedroom properties), so it was hoped the impact of benefit system changes could be mitigated. For example, 24% of council housing was 1 bedroom properties; 11% of benefit claimants required 1 bedroom properties.
- (iii) A 3 year rolling program to better adapt existing properties to tenants' needs would be reported to Community Services in future.
- (iv) There were a number of cases where people had more bedrooms in their properties than they needed. The Council would give them the opportunity to move so that others in overcrowded accommodation could better use the larger properties.
- (v) If tenants wished to downsize properties to reduce their rent, the Council could pay a discretionary payment to tide people over whilst they actively searched for an alternative property.
- (vi) In response to suggestions there was insufficient funding available for a discretionary payment to help tenants move, the Head of City Homes said Area Housing Manager (North) was working on a fund to move scheme. A report would come to HMB in future setting out options on how to assist people. This could include using the

discretionary payment to subsidise rents so that tenants could stay in their properties instead of being assisted to move.

- (vii) The Council had limited housing stock to invest in. The benefits of adapting old properties or building new homes would have to be considered.
- (viii) The Council was undertaking negotiations to increase its supply of temporary housing. It was desirable to house more people in the city and council managed properties than in hostels and out of town venues.

Some general needs properties had been converted into temporary housing, but this was a trade off as increasing one decreased the other. Purpose built temporary housing was preferable.

- (ix) The Council had considered various options for increasing its temporary housing stock, but these were subject to legal considerations amongst others. It was not council policy to move people into houses allocated for demolition in future on a temporary basis eg Lichfield Road and Water Lane.
- (x) The Executive Councillor for Housing had liaised with Julian Huppert MP regarding the 'bedroom tax'. She would write to him prior to lobbying the Minister to seek flexibility for disabled people in the legislation.

The Executive Councillor for Housing undertook to liaise with Councillor Bird concerning joint lobbying to seek flexibility for disabled people in the benefit legislation.

The Executive Councillor for Housing asked if tenants wished to volunteer themselves as case studies to be given as examples in the lobbying process.

- (xi) The Housing Portfolio did not cover debt advice, but the Council worked in partnership with Citizens Advice Bureau amongst others to provide this.
- (xii) The Director of Customer & Community Services undertook to liaise post HMB with Councillor Brierley concerning the text of HSO1 regarding the appropriateness of wording and performance measures in the Operational Plan (specifically regarding maintenance).
- (xiii) The Director of Customer & Community Services undertook to provide Mr Sweeney with details concerning physical counts of rough sleepers in the City.

Councillors requested a change to the wording of Strategic Objectives.

Councillor Brierley formally proposed the following amendment (shown in bold text):

HS03.1 Focused our housing advice **and support** to keep homelessness to a minimum and help prevent homelessness by offering early advice on alternative housing options.

The Committee approved this amendment unanimously.

Councillor Blencowe formally proposed the following amendment (shown in bold text):

HS03.2 Increased the range of temporary housing available **in or close to the city** to minimise the impact on households who become homeless or who are threatened with homelessness and reinforced our work with partner organisations to support people with a history of homelessness to find a settled home.

The Committee approved this amendment unanimously.

The Committee resolved unanimously to endorse the recommendation.

The Executive Councillor approved the recommendation.

### **Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)**

No conflicts of interest were declared by the Executive Councillor.

### **13/14/HMB Progress Report From Residents' Housing Regulation Panel on Their Inspection of Services**

#### **Matter for Decision**

In 2010, the Housing Management Board approved the creation, with the help of the Chartered Institute of Housing, of a residents' co-regulation panel in Cambridge. The Officer's report introduced (as Appendix 1), a progress report on the positive outcomes achieved by residents' Housing Regulation Panel in their second year of activity, and looks ahead to the next steps.

#### **Decision of Executive Councillor for Housing**

- (i) Noted the positive outcomes achieved by residents' Housing Regulation Panel in their second year of activity.

- (ii) Approved continuing to support residents' co-regulation and the constructive challenge provided by residents' Housing Regulation Panel.

**Reason for the Decision**

As set out in the Officer's report.

**Any Alternative Options Considered and Rejected**

Not applicable.

**Scrutiny Considerations**

The Committee received a report from the Principal Tenant Participation Officer regarding the Progress Report From Residents' Housing Regulation Panel on Their Inspection of Services.

The Committee received a report from the Housing Regulation Panel Chair regarding activities during 2012/13.

The Committee made the following comments in response to the report:

- (i) Thanked the Housing Regulation Panel (HRP) and noted members good working relations with council officers.
- (ii) Bikes and buggies stored in public areas were major concerns as they caused obstructions.
- (iii) Suggested there was a lack of secure cycle parking for council properties.

In response to Members' questions the Housing Regulation Panel Chair and

Head of City Homes stated the following:

- (i) No smoking signs should be put up in public areas, it was the Council's responsibility to do this. Permanent signs could prevent sticky ones being removed or vandalised.
- (ii) Rubbish dumping had been identified as an issue, particularly in Hazelwood Close. HRP were working with City Homes plus Streets and Open Spaces staff to address issues. The Council could charge people for the removal of rubbish they have dumped once they have proved to be the culprits.

- (iii) Secure cycle parking would be provided where required. Enforcement action would be taken against people leaving bikes/buggies etc in communal areas as these were hazards.

The Committee resolved unanimously to endorse the recommendation.

The Executive Councillor approved the recommendation.

### **Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)**

No conflicts of interest were declared by the Executive Councillor.

### **13/15/HMB Regulatory Changes to the Ombudsman System for Handling Tenants' Unresolved Complaints About Their Landlord, and Local Actions Required to Implement Those Changes**

#### **Matter for Decision**

From April 2013, there will be two regulatory changes to the system for handling tenants' unresolved complaints about their landlord, namely that:

- (i) Local authority tenants will now take their unresolved complaints to the Housing Ombudsman (rather than to the Local Government Ombudsman, as they used to do).
- (ii) There will be a new middle stage or local 'buffer' between tenants and the Ombudsman, technically referred to as a 'Designated Person', who can be a local councillor, an MP or a designated Tenant Panel.

The Officer's report explained the changes and made recommendations for how the Council might implement the regulatory requirements locally. Any steps taken locally would be in line with the Council's corporate complaints procedure.

#### **Decision of Executive Councillor for Housing**

Approved the following plan of action as a way forward for Cambridge under the new scheme:

- (i) Run a Freepost postal survey in the spring 2013 edition of Open Door magazine, sent to all Council tenants, asking whether they want a Tenant Panel for complaints.
- (ii) Work with resident representatives to design a Tenant Panel for complaints, if the Open Door residents' survey indicates that tenants want one.

**Reason for the Decision**

As set out in the Officer's report.

**Any Alternative Options Considered and Rejected**

Not applicable.

**Scrutiny Considerations**

The Committee received a report from the Principal Tenant Participation Officer regarding the Regulatory Changes to the Ombudsman System.

In response to Members' questions the head of City Homes and Principal Tenant Participation Officer confirmed the following:

- (i) A consultation was proposed to ascertain if people wanted a Tenant Panel. If so, the Council would have to reflect how the Tenant Panel would fit into its current process.
- (ii) A report would be brought back to HMB in future regarding activity on the Tenant Panel. If one were implemented, Officers and Tenant Representatives would develop a suitable process and ensure resources were in place for the Tenant Panel to operate.
- (iii) The proposed Tenant Panel would have influence rather than powers, so it would operate like the Housing Regulation Panel.
- (iv) The Tenant Panel would be welcomed by council officers, as it should enable complaints to be dealt with in a more efficient way and avoid the need to involve the Housing Ombudsman. It should also enhance the service provided to tenants.
- (v) The Tenant Panel should work well with HMB and the Housing Regulation Panel.
- (vi) Guidance was emerging on how the Tenant Panel would operate. Tenants could approach the Tenant Panel to resolve issues before formally complaining to a landlord. If people did not like advice from, or did not wish to take advice from the Tenant Panel, they could approach the Ombudsman (following the process timeline).
- (vii) The Tenant Panel would provide a mediation service. It would be made up from local representatives and be independent to the Housing Ombudsman. The Council would set the Tenant Panel's 'powers'/roles.
- (viii) Only 6 complaints had been made to the Local Government Ombudsman, most had been resolved locally.

The Committee resolved unanimously to endorse the recommendation.



The Executive Councillor approved the recommendation, subject to review at a future Housing Management Board.

**Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)**

No conflicts of interest were declared by the Executive Councillor.

The meeting ended at 7.20 pm

**CHAIR**





To Executive Councillor for Housing And Deputy Leader: Councillor Catherine Smart  
Report Director of Customer and Community Services  
by Director of Resources  
Relevant Scrutiny Housing Management Board 4 June 2013  
Committee

## **2012/13 Revenue Outturn, Carry Forwards and Significant Variances**

### **Key Decision**

#### **1. Executive Summary**

- 1.1 This report presents a summary of the 2012/13 outturn position (actual income and expenditure) for services within the Housing Revenue Account, compared to the current budget for the year. The position for revenue is reported and variances from budgets are highlighted, together with explanations. Requests to carry forward funding arising from certain budget underspends into 2013/14 are identified.
- 1.2 The position in relation to the Housing Capital Investment Plan will be reported to the Community Services Scrutiny Committee.

#### **2. Recommendations**

The Executive Councillor is recommended:

- a) To agree that the carry forward requests, totalling £3,108,480 as detailed in Appendix C, are to be recommended to Council for approval.

#### **3. Background**

##### **Revenue Outturn**

- 3.1 The final outturn position for the Housing Revenue Account, compared to revised and current revenue budget, is presented in detail in Appendix A.
- 3.2 The outturn position is currently presented prior to final accounting adjustments, which are not expected to have an impact on the net

use of, or contribution to, balances for 2012/13. The final version of the HRA accounts for 2012/13 will be presented to Civic Affairs on 26<sup>th</sup> June 2013, for final approval at Civic Affairs in September 2013.

- 3.3 Appendix B to this report provides explanations of the main variances.
- 3.4 Appendix C sets out the final list of items, for the Housing Revenue Account, for which approval is sought to carry forward unspent budget from 2012/13 to the next financial year, 2013/14.
- 3.5 The overall revenue budget outturn position for the Housing Revenue Account, is set out in the table below:

<b>Housing Revenue Account 2012/13 Total (Surplus) / Deficit</b>	<b>£</b>
Final Budget (Deficit - Use of Reserves)	(4,611,350)
Outturn (Deficit – Use of Reserves)	(1,478,555)
Variation – (Under) / Overspend for the year	(3,132,795)
Carry Forward Requests:	3,108,480
Net Variance	(24,315)

- 3.5 The net variance of (£3,132,795) on the overall Housing Revenue Account, before allowing for carry forwards, comprises a 0.1% variance in expenditure and a 0.05% variance in income. After allowing for carry forwards, the outturn position will comprise a 0.03% variance in expenditure and a 0.05% variance in income.

#### **4. Implications**

- 4.1 The net variance from final budget, after approvals to carry forward £3,108,480 budget from the current year into 2013/14, will result in a reduction in the use of Housing Revenue Account reserves, from £4,611,350 to £4,587,035.
- 4.2 In relation to requests to carry forward revenue budgets into 2013/14 the decisions made may have a number of implications. A decision not to approve a carry forward request will impact on officers' ability to deliver the service or scheme in question and this could have

staffing, equal opportunities, environmental and / or community safety implications.

## **5. Background Papers**

These background papers were used in the preparation of this report:

- Closedown Working Files 2012/13
- Directors Variance Explanations – March 2013
- Budgetary Control Reports to 31 March 2013

## **6. Appendices**

- Appendix A - Revenue Budget 2012/13 - Outturn
- Appendix B - Revenue Budget 2012/13 - Major Variances from Final Revenue Budgets
- Appendix C - Revenue Budget 2012/13 - Carry Forward Requests

## **7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Author's Name: Julia Hovells  
Author's Phone Number: Telephone: 01223 457822  
Author's Email: [julia.hovells@cambridge.gov.uk](mailto:julia.hovells@cambridge.gov.uk)

<O:\accounts\Committee Reports & Papers\Housing Management Board\2013 June\Final\HMB Final Outturn 2012-13 Report.doc>

## Housing Management Board - Housing Revenue Account

## Revenue Budget 2012/13 - Final Outturn

Service Grouping	Original Budget £'s	Final Budget £'s	Outturn £'s	Variation Increase/ (Decrease) £'s	Carry Forward Requests - see Appendix C £'s	Net Variance £'s
<b>INCOME</b>						
Dwelling Rents	(32,828,590)	(32,843,550)	(32,816,760)	26,790	0	26,790
Garage Rents	(625,380)	(610,910)	(612,770)	(1,860)	0	(1,860)
Other Land and Premises Rents	(397,910)	(399,710)	(401,122)	(1,412)	0	(1,412)
Service Charges	(2,309,390)	(2,254,420)	(2,238,953)	15,467	0	15,467
Contributions towards Expenditure	(480,810)	(453,390)	(467,141)	(13,751)	0	(13,751)
Other Income (Incl. RTB Capitalisation)	(28,000)	(40,500)	(83,654)	(43,154)	0	(43,154)
<b>Total Income</b>	<b>(36,670,080)</b>	<b>(36,602,480)</b>	<b>(36,620,400)</b>	<b>(17,920)</b>	<b>0</b>	<b>(17,920)</b>
<b>EXPENDITURE</b>						
Supervision & Management (General)	4,704,060	4,614,300	4,376,776	(237,524)	5,230	(232,294)
Supervision & Management (Special)	2,425,690	2,310,500	2,164,794	(145,706)	18,230	(127,476)
Repairs & Maintenance	6,762,960	7,258,740	7,760,879	502,139	0	502,139
Negative HRA Subsidy	0	0	(11,521)	(11,521)	0	(11,521)
Depreciation	9,289,470	9,578,490	9,578,490	0	0	0
Debt Management Expenditure	151,000	20,000	0	(20,000)	0	(20,000)
Other Expenditure	312,330	404,340	286,433	(117,907)	0	(117,907)
<b>Total Expenditure</b>	<b>23,645,510</b>	<b>24,186,370</b>	<b>24,155,851</b>	<b>(30,519)</b>	<b>23,460</b>	<b>(7,059)</b>
<b>Net Cost of HRA Services</b>	<b>(13,024,570)</b>	<b>(12,416,110)</b>	<b>(12,464,549)</b>	<b>(48,439)</b>	<b>23,460</b>	<b>(24,979)</b>
Interest Receivable (Interest on Balances)	(110,410)	(93,930)	(101,202)	(7,272)	0	(7,272)
Interest Receivable (Mortgage Interest)	(250)	(250)	(233)	17	0	17
<b>(Surplus) / Deficit on the HRA for the Year</b>	<b>(13,135,230)</b>	<b>(12,510,290)</b>	<b>(12,565,984)</b>	<b>(55,694)</b>	<b>23,460</b>	<b>(32,234)</b>
<b>Appropriations / Other Movement in the HRA Balance</b>						
Loan Interest	6,981,700	7,505,850	7,503,769	(2,081)	0	(2,081)
Early Debt Redemption Premium	301,330	301,330	301,332	2	0	2
Housing Set-Aside	1,090,400	1,090,400	1,090,400	0	0	0
Depreciation Adjustment (MRA)	(1,969,170)	(2,214,080)	(2,214,080)	0	0	0
Impairment	0	0	10,000	10,000	0	10,000
Direct Revenue Financing of Capital	9,333,460	10,438,140	7,353,118	(3,085,022)	3,085,020	(2)
<b>(Surplus) / Deficit for year</b>	<b>2,602,490</b>	<b>4,611,350</b>	<b>1,478,555</b>	<b>(3,132,795)</b>	<b>3,108,480</b>	<b>(24,315)</b>
<b>(Surplus) / Deficit b/f</b>	<b>(6,974,044)</b>	<b>(6,974,044)</b>	<b>(6,974,044)</b>			
<b>Balance Carried Forward</b>	<b>(4,371,554)</b>	<b>(2,362,694)</b>	<b>(5,495,489)</b>	<b>0</b>	<b>0</b>	<b>0</b>

Changes between original and final budgets may be made to reflect:

- departmental restructuring
- approved budget carry forwards from the previous financial year
- technical adjustments, including changes to the capital accounting regime
- virements approved under the Council's constitution
- additional external revenue funding not originally budgeted for

and are detailed and approved:

- in the June committee cycle (outturn reporting and carry forward requests)
- in September (as part of the HRA Mid-Year Business Plan Update)
- in the January committee cycle (as part of the HRA budget setting report)
- and via technical adjustments/virements throughout the year

## Housing Management Board - Housing Revenue Account

### Revenue Budget 2012/13 - Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount £
<b>Supervision and Management (General)</b>		
Computer Services	Significant under-utilisation of application support days through the Serco contract for 2012/13 (£67k), coupled with lower than budgeted costs for the Orchard Housing Management System due to transfer to a new operating environment.	(76,708)
Tenant Participation / Resident Involvement	Resident Involvement activity was delivered at a lower level in 2012/13, due to the transition of services back to the Council following cessation of the arrangements with the Cambridge Federation.	(54,427)
City Homes	Underspending in general operational costs such as consultancy, training, telephones, stationery and printing. This represents a 3% variance on the cost centre.	(38,090)
City Homes Overheads	Recharges for legal services based upon actual activity in 2012/13 were lower than anticipated when budgets were set. This is a demand led service area, with activity dependent predominantly upon the volume of arrears recovery activity.	(33,859)
HRA Allocation for Recharged Costs	A specific sum of money was ear-marked in the HRA to meet both the increased costs of pensions and any increases in recharges to the HRA following restructures and re-organisation. The latter was not called upon in 2012/13 as anticipated.	(28,630)
Strategic Housing Overheads (HRA)	Recharges for legal services based upon actual activity in 2012/13 were higher than anticipated when budgets were set. This is partly due to advice required in relation to new build activity.	19,220
Leasehold Property Management	Underspending in employee costs due to a vacancy within the team for part of the year, and decisions by staff not to partake in the pension scheme.	(13,234)
Anti-Social Behaviour	Underspending in employee costs due to vacancies within the team for part of the year, in IT due to delays in implementing a new system to record ASB activity and also in legal fees for ASB prosecutions.	(12,036)
	Minor Variations	240
	<b>Total</b>	<b>(237,524)</b>

## Housing Management Board - Housing Revenue Account

### Revenue Budget 2012/13 - Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount £
<b>Supervision and Management (Special)</b>		
Temporary Accommodation	Based upon performance in the early part of 2012/13, increased activity was anticipated in respect of responsive and void repairs in Temporary Housing, with additional funding approved mid-year. This increase did not materialise, resulting in a significant underspend. Employee costs were also underspent due to a vacancy within the team for the majority of the year.	(53,887)
Estate Caretaking	Underspending in both the north and south caretaking cost centres occurred as a direct result of not appointing to the 2 newly approved caretaker posts. The decision was made not to recruit pending the outcome of the review of building cleaning services, which may consider whether this service could be expanded to cover these duties, and which will also require consultation with residents.	(36,755)
Estate Management	Underspending predominantly in communal electricity costs, where budgets will need to be reviewed again for future years to take account of current electricity prices and the impact of having Smart meters installed in the majority of locations.	(28,919)
Independent Living Service	Underspending in employee costs due to vacancies within the team for part of the year. This was compounded by associated underspending in training and IT costs.	(27,624)
Brandon Court	Budgets for the operational costs of Brandon Court were not fully utilised in 2012/13 as the scheme was not ready for re-occupation as early in the year as anticipated. This underspend is offset by a corresponding under-achievement in service charge income.	(19,253)
Emergency Alarms	Income for community alarms was less than expected due to a reduction in the number of customers in 2012/13, despite the decision to freeze prices at 1/4/2012 in an attempt to maintain customer numbers.	18,927
Independent Living Services Management	Underspending in employee costs due to long-term absence and a resulting vacancy, coupled with the need to carry forward resource for consultancy input to support the delayed tender process for Supporting People Services.	(18,150)
Mansel Court	Gas costs were significantly higher than budgeted for 2012/13, following the resolution of a problem with the meter at Mansel Court, which had caused under-billing in previous years.	11,043
	Minor Variations	8,912
	<b>Total</b>	<b>(145,706)</b>

## Housing Management Board - Housing Revenue Account

## Revenue Budget 2012/13 - Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount £
<b>Repairs and Maintenance</b>		
Planned Repairs	The majority of the apparent overspend on this cost centre relates to capital works (soffit and fascia replacements) undertaken as part of the PTR programme delivered by Apollo during 2012/13. Capital allocation existed to cover this type of work. Steps are being taken to ensure that the invoicing for these works include separate identification of the revenue and capital elements for the future.	574,459
Void Repairs	Spending in respect of void repairs was lower than budgeted, where the average cost of a void repair has been significantly reduced in 2012/13 due to operational changes that include the voids team also undertaking emergency repairs to ensure improved productivity.	(178,318)
Citywide Schemes	A significant overspend exists in electrical testing (£119k) due to unanticipated repairs being identified and undertaken as part of routine inspections. This was partially offset by underspending in door entry maintenance (£13k) and lift maintenance (£25k), where fewer failures were experienced in 2012/13 than allowed for and also in fire safety risk assessments (£19k), where savings were achieved over a 3 year programme of assessments. TV aerial maintenance of £15k was charged to Citywide Schemes as opposed to responsive repairs where the budget existed and gas maintenance costs exceeded the budget by £17k, due to payment of the pain / gain share for 2011/12 in 2012/13 when the calculation was agreed.	75,841
Repairs & Maintenance Overheads	Recharges for legal services based upon actual activity in 2012/13 were higher than anticipated when budgets were set. This is partly due to advice required in relation to the water hygiene and planned maintenance contracts.	18,837
Technical Services	Unanticipated spending in respect of consultancy support and legal advice in relation to the Planned Maintenance Contract.	17,940
	Minor Variations	(6,620)
	<b>Total</b>	<b>502,139</b>

## Housing Management Board - Housing Revenue Account

## Revenue Budget 2012/13 - Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount £
<b><i>HRA Subsidy and Other Expenditure</i></b>		
Bad Debt Provision	The contribution to the bad debt provision for 2012/13 was lower than budgeted based upon the opening fund balance, call on the fund in the year and the incidence of both current and former tenant arrears at 31st March 2013.	(113,298)
HRA Subsidy	Although the HRA Subsidy system was abolished from April 2013, there was a small sum due to Cambridge City Council when the final forms for 2011/12 were submitted during 2012/13.	(11,521)
Debt Management Expenses	Any marginal additional costs associated with the management of the existing HRA PWLB debt have been met within existing resources and recharged to the HRA as part of the Finance SLA. The budget identified for specific external debt management / borrowing advice was not required in 2012/13.	(20,000)
	Minor Variations	(4,609)
	<b>Total</b>	<b>(149,428)</b>
<b><i>HRA Income and Other</i></b>		
Rent	Rent income was marginally under-achieved due to higher than anticipated right to buy sales, delays in letting Brandon Court and tenants moving out of re-development properties more quickly than anticipated.	26,790
Service Charges	Service Charge income was under-achieved due to a combination of the delay in letting Brandon Court and the decision not to recruit to 2 new caretaker roles, pending review of the building cleaning service.	15,467
Right to Buy Capitalisation	The value that the authority was able to capitalise in respect of work in relation to the right to buy sale of a dwelling was significantly higher than budgeted due to the increase in volume of right to buys in the second half of the year following changes in legislation from April 2012.	(43,154)
Recharge to General Fund for Shared Amenities	Recharge to the General Fund for shared amenities was greater than budgeted in 2012/13 predominantly due to the change in the proportion of council owned and all other dwellings in the city, which is the basis for much of the recharge.	(13,751)
	Minor Variations	(3,272)
	<b>Total</b>	<b>(17,920)</b>



## Housing Management Board - Housing Revenue Account

## Revenue Budget 2012/13 - Major Variances from Final Revenue Budgets

Service Grouping	Reason for Variance	Amount £
<b><i>HRA Interest, Premiums and Appropriations</i></b>		
Direct Revenue Funding of Capital Expenditure (DRF)	A reduced demand on the use of revenue funding of capital was realised in 2012/13 as a direct result of re-aligning the operational year of the Planned Maintenance Contract with the Council's financial year (to March 2013, instead of July 2013) and the timing of payments in respect of the new build affordable housing projects. This resource will instead be required in 2013/14.	(3,085,022)
	Minor Variations	666
	<b>Total</b>	<b>(3,084,356)</b>
<b>Total for Housing Revenue Account</b>		<b>(3,132,795)</b>

## Housing Management Board - Housing Revenue Account

### Revenue Budget 2012/13 - Carry Forward Requests

Request to Carry Forward Housing Revenue Account Budgets from 2012/13 into 2013/14 and future years

Item		Request £
	<b>Director of Customer and Community Services</b>	
	<b>Supervision and Management General</b>	
1	A carry forward is requested to meet the costs of the Spring edition of Open Door, which was consciously delayed for editorial reasons, until April 2013, when it would normally have been printed in March.	5,230
	<b>Supervision and Management Special</b>	
2	A carry forward of funding to allow consultancy services to support the preparation of tenders in relation to Supporting People Services is requested due to deferral of the tender process by the County Council.	9,300
3	Due to changes in staffing, tree and landscape works anticipated to be undertaken in 2012/13 did not take place, but still need to be arranged and completed. A carry forward is requested to ensure that this can happen early in 2013/14.	8,930
	<b>Repairs and Maintenance</b>	
	No carry forward requests.	
	<b>Appropriations</b>	
4	A reduced demand on the use of revenue funding of capital was realised in 2012/13 as a direct result of re-aligning the operational year of the Planned Maintenance Contract with the Council's financial year (to March 2013, instead of July 2013) and the timing of payments in respect of the new build affordable housing projects. This resource will instead be required in 2013/14 to fund the deferred spending.	3,085,020
		3,108,480



To: Executive Councillor for Housing (and Deputy Leader): Councillor Catherine Smart  
Report by: Andrew Latchem, Area Housing Manager.  
Relevant scrutiny committee: Housing Management Board 4/6/2013  
Wards affected: All Wards

## **UNDER OCCUPATION ASSISTANCE SCHEME Key Decision**

### **1. Executive summary**

- 1.1 In February 2008 the Housing Management Board approved the allocation of £30,000 per annum for an incentive scheme aimed at releasing family sized homes. Following a review of the scheme in 2009 the Housing Management Board approved the continued allocation of £30,000 per annum for the under Occupation scheme.
- 1.2 In 2011 due to increased demand a further £20,000 per annum was made available to the fund. The budget is now £55,000 for 2013 /2014.
- 1.3 The current under occupancy scheme offers an incentive of £800 removal grant and £1,000 per bedroom relinquished for Council tenants who move to smaller accommodation.
- 1.4 As a result of the changes to Welfare Benefit, and in particular, the reduction of Housing Benefit for spare rooms it is appropriate to review the scheme. There is increasing demand from tenants to downsize to smaller properties to avoid the reduction in Housing Benefit.

### **2. Recommendations**

The Executive Councillor is recommended:

- 2.1 To approve the revised scheme with effect from 1<sup>st</sup> July 2013.
- 2.2 To approve the revised assistance scheme of £500 for removals and £500 for downsizing, a maximum of £1,000 per application.
- 2.3 To agree that the scheme will also cover City Council tenants downsizing via a mutual exchange.
- 2.4 To restrict the scheme to tenants moving within the HOMELINK area.

### **3. Background**

- 3.1 The current scheme offers £800 for removal expenses and £1,000 for each bedroom relinquished. Typically the scheme has paid out £1,800 or £2,800 per applicant allowing about 25 tenants to move each year. With the reduction of Housing Benefit for tenants who are under occupying there has been an increase in the number of tenants applying to move to smaller accommodation. The annual budget for 2012 / 2013 was all allocated by February 2013.
- 3.2 Initial information indicated that about 600 tenants would be affected by the reduction in Housing Benefit, about 500 having one spare bedroom and nearly 100 having two or more spare bedrooms. City Homes has conducted a small survey on about 300 of those initially affected by the reduction in Housing Benefit. About 1/3 of those completing the survey have indicated a desire to move, although many of them have yet to register on Homelink. The allocation Policy has recently been revised to give those under occupying greater priority.
- 3.3 Tenants moving by exchanging properties do not currently benefit from the scheme. However, a number of tenants looking to swop properties to downsize said they could not afford to move, 32% said they would move if given financial assistance. Therefore, it is proposed to extend the new scheme to assist tenants downsizing via a mutual exchange. The £500 removal grant would assist with moving and the additional £500 would recognise the relinquishing of a bedroom.
- 3.4 Following the recommendation at the Housing Management Board on the 3<sup>rd</sup> January 2012 the City Council has now signed up to the "Under Occupation Partnership Agreement" with other

local registered providers and local authorities within the sub region. This will enable us to share information and to exchange data on new build schemes with other landlords.

3.5 The table below shows the current and revised schemes.

<u>CURRENT SCHEME</u>	<u>REVISED SCHEME</u>
Pays £800 for removal expenses on serving Notice To Quit.	£500 for removals assistance on serving Notice To Quit.
Pays £1,000 per bedroom given up.	£500 only – regardless of bedrooms given up.
Tenant can move anywhere.	Only applies if moving within HOMELINK properties.
Not available to tenants doing mutual exchange.	Tenant doing mutual exchange who is downsizing is eligible for £500 removals grant + £500.
About 25 tenants per year benefit.	55 tenants could benefit per year.

#### 4. Implications

(a) **Financial Implications**

The budget for 2013 / 2014 is £55,000.

(b) **Staffing Implications**

No staffing implications identified as a consequence of this report.

(c) **Equal Opportunities Implications**

The revised scheme will assist tenants of all ages and will assist tenants on low income or benefits.

(d) **Environmental Implications**

There are no direct environmental implications of this report.

(e) **Procurement**

Not applicable.

(f) **Consultation**

A small survey of tenants in under occupation resulted in 32% indicating that they would consider moving if they received financial assistance.

(g) **Community safety**

There are no community safety implications.

## **5. Background papers**

There are no background papers to this report.

## **6. Appendices**

Appendix 1 – Policy on the under occupation assistance scheme 2013.

## **7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Author's Name: Andrew Latchem  
Author's Phone Number: 01223 - 458402  
Author's Email: Andrew.latchem@cambridge.gov.uk

**POLICY ON THE UNDER OCCUPATION ASSISTANCE SCHEME - 2013**

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**1.0 STATEMENT ON POLICY**

1.1 In February 2008, Cambridge City Council's Housing Management Board approved the allocation of £30,000 to help encourage tenants under occupying their existing council properties to move to smaller accommodation. The objective of this scheme was to offer an incentive to those residents for whom moving may be prohibitive, whilst enabling Cambridge City Council to maximise opportunities to fully occupy its stock.

1.2 Further funding of £20,000 per annum was added in 2011 / 2012 and now the budget is £55,000 per annum.

**2.0 KEY ISSUES FOR POLICY IMPLEMENTATION**

2.1 Cambridge City Council has historically allocated its stock based on housing need, ie by determining the bedroom requirement for the number of household members per applicant.

2.2 Cambridge City Council is aware that a number of its larger 3 and 4 bedroom properties are now occupied by tenants who's families may have grown up and moved out.

2.3 Although in the past the under occupation scheme was not targeted at any one particular tenant group, it was taken up mostly by older tenants. Recently with the reduction in Housing Benefit for tenants of working age with spare bedrooms there is an increasing demand to move from younger tenants.

2.4 Cambridge City Council has also invested in a sheltered scheme refurbishment programme, which it is hoped will help to make sheltered housing more appealing to those aged over 60.

2.5 The scheme is marketed via publicity in Open Door, on the internet and in leaflets available in reception areas.

- 2.6 The types of properties included in the scheme have been agreed based on current housing need.
- 2.7 In order to qualify for the scheme, applicants must be secure tenants of Cambridge City Council, and should have held their tenancy for at least two years.
- 2.8 For audit purposes, applicants will be asked to complete an application form for the assistance scheme.**
- 2.9 Applicants with arrears will be expected to use the payments to reduce the arrears and applicants with arrears in excess of the eligible payment may be refused.
- 2.10 The removal fee payment of £500 will be paid as part of the lettings process and if the applicant then fails to move, repayment will be demanded in full within one month of the date of payment.
- 2.11 It is intended that applicants arrange their own removals, disconnections and reconnections etc. Cambridge City Council cannot recommend removal companies.
- 2.12 The final payment of £500 as a result of moving to smaller accommodation will be paid after the applicant has moved and the void inspection and repairs have been completed. Any rechargeable repair costs will be deducted from the amount paid to the applicant at a rate in line with that paid by Cambridge City Council.
- 2.13 Payments will be made by cheque or BACS transfer and applicants should allow up to 28 days for receipt of final payment.
- 2.14 Applicants should be eligible for the type of property they are moving to and Cambridge City Council reserves the right to refuse applications where it is considered the applicant may be worsening their circumstances.
- 2.15 Applicants will be expected to fully utilise the Homelink scheme in order to find a suitable property to move to. The under occupation payment will be made in respect of mutual exchanges, but only to the tenant who is downsizing.





To: Executive Councillor for Housing (and Deputy Leader): Councillor Catherine Smart  
Report by: Sandra Farmer  
Relevant scrutiny committee: Housing Management Board 04/6/2013  
Wards affected: All Wards

## **REVIEW OF GARAGES ACROSS THE CITY - UPDATE Not a Key Decision**

### **1. Executive summary**

- 1.1 This report sets out the progress made in the review of garages across the City following the June 2012 HMB committee report.
- 1.2 It highlights a garage site in the centre of the City where there are high void levels and a need of investment in this site to improve the area.
- 1.3 Outcomes from review:  
Reduced void levels.  
Increased income for the HRA  
Improved lighting in garage sites
- 1.4 This report proposes a variable charging mechanism due to identified increased use of some garage sites by individual commuters and companies for low cost parking purposes. These are typically sites situated near the town centre.
- 1.5 As part of this review the garage tenancy agreement has been reviewed and updated by the working group following best practice making the garage tenancy conditions clearer for our garage tenants.  
This tenancy agreement will become part of our existing garage letting and management policy and procedure, which is currently under review.

### **2. Recommendations**

The Executive Councillor is recommended:

- 2.1 To approve the implementation of the variable garage charges effective from September 2013 for all existing and future garage tenancies.
- 2.2 To approve the reviewed Conditions of Tenancy and Agreement for garage tenants.
- 2.3 To approve the recommendation to undertake a thorough and detailed cost appraisal of the St Matthews Street garage site and bring a report to a future HMB with the findings of the appraisal and recommended options based on this.

### **3. Background**

- 3.1 The Council garage stock consists of 1859 garages and 7 chargeable parking spaces.
- 3.2 Following June 2012 HMB a working group was set up comprising of Officers, HMB Resident representatives, Chair of HRP and Councillors to agree work to be carried out on identified garage sites across the City and to highlight any in need of further discussion at a future HMB.
- 3.3 The Estates and Facilities Principal Surveyor has drawn up a three-year garage Improvement Plan based on the comprehensive stock condition survey of all garage sites. This survey established the condition of both individual garages and the actual site and quantified the works and costs to improve them.
- 3.4 Garages identified in year one of the Improvement Plan have received improvement works based on a stock condition survey for each site, which established the condition of both individual garages, and the site in general and quantified the works and costs to improve them.
- 3.5 Works carried out to these sites where required include:
  - Removal of asbestos roofing and safe disposal.
  - Reroofing in steel, profiled sheeting.
  - Renewal of guttering and rain water down pipes in UPVC.
  - Repair work to structural concrete, if required.

Fitting of steel profile sheet cladding to concrete/brick end walls where damaged, and to intermediate piers to the front elevation of garages.

New 'up and over' garage doors.

3.6 Improvements to refurbished garage forecourts and lighting in identified blocks are scheduled to take place in the coming year.

3.7 Number of garages and related costs identified in appendix 1

3.8 Work continues to promote the garages across the City in the following ways:

- Advertise garages in identified areas to raise awareness of the availability of renting a garage.
- Mail shots to properties within the locality.
- Advertising on the Council's web site.
- Inform new tenants of garages to rent in their area.
- Future articles in Open Door.
- When letting a property placing information on available garages within the 'Welcome Pack'.

3.9 There is one garage block, which has proved more challenging and has a range of options to consider. Details as follows:

### **3.10 St Matthews Street:**

3.10.1 This is a block of 82 garages of which 32 at the time of writing this report are void, 25 of which we cannot let due to the extensive repairs required.

3.10.2 Due to the high level of investment this site requires it is proposed to make arrangements for a thorough and detailed cost appraisal to be undertaken bringing a report back to a future HMB. The report would detail the findings of the appraisal and recommend options based on this.

### **3.11 Variable charges for garages.**

3.11.1 It has been a number of years since a review of garage rents across the City has taken place. As a result it has been identified that we have:

357 garages at a weekly charge of £9.31

4 garages at a weekly charge of £9.44

4 garages at a weekly charge of £11.16

8 garages at a weekly charge of £11.34

- 3.11.2 75% of our garage users currently pay a weekly rent of £9.13 per week.
- 3.11.3 By bringing a consistent base charge of £9.13 per week to garages across the City there is an annual loss of £4,382
- 3.11.4 Approximately 62% of the garages let in Cambridge are currently let to non-council tenants. Adopting a differential pricing structure could potentially generate additional income to the Housing Revenue Account (HRA).
- 3.11.5 The proposed increased charges are lower than daily car parking rates within the City and should not have an impact on garages been used in this way in the future.
- 3.11.6 The table below shows the proposed new charging mechanism for Council garages and if agreed would take effect from September 2013 for all current and future garage tenancies. These rental charges will be reviewed as part of the annual of rent charges.
- 3.11.7 Council tenants and residents living within the neighbourhood of the garage site would not be affected by the proposed increased charge.

## City Wide Garage review – Proposed Weekly Charges

Base = £9.13    Base + 1= £11.13    Base + 2= £15.40    Base + 3= £17.40

Non – Council tenants: VAT will apply in all cases.

	Priority	Cost Per week	Variable Charges	Use	Comments
Tenants of City Homes	1	Base (£9.13)	No	Vehicles	If for storage – commercial rates apply
Leaseholder/Resident ie Residents who live within half a mile walking distance of the garage site.	1	Base (£9.13)	No	Vehicles	If for storage – commercial rates apply
Other local residents ie All Residents who live within the Cambridge City boundary.	2	<b>Base + 1</b> (£9.13 +£2.00 = £11.13)	Yes	Vehicles	If for storage – commercial rates apply
Other Public Bodies/Charities	3	<b>Base + 2</b> (£9.13 + £6.27 =£15.40)	Yes	Vehicles	If for storage – commercial rates apply
Commuters ie someone who lives outside the Cambridge City boundary	4	<b>Base + 3</b> (£9.13 + £8.27 = £17.40)	Yes	Vehicles or storage	If for storage – commercial rates apply

### **Please Note:**

Base 1 set at £9.13 per week as 75% of our garage users currently pay a weekly rent of £9.13 per week.

Base + 3 (£9.13 + £8.27=££17.40) set at this level as this is the current commercial weekly rent for garages managed by the Housing Revenue Account (HRA).

Bases + 1 and + 2 have been proportioned out between the above.

### **3.12 Review of Conditions of Tenancy. Appendix 2**

3.12.1 The tenancy agreement is a legal contract between Cambridge City Council and each tenant. It defines the rights and responsibilities of both parties.

3.12.2 Although the Conditions of Tenancy has been revised, the majority of the terms and conditions are similar or substantially the same as those in the current agreement. The main revisions ensure that the document:

Clarifies the relationship between Cambridge City Council and the tenant.

The wording of the Conditions of Tenancy, wherever possible, are simpler and more customer friendly.

Production of a valid registration document and certificate of insurance is required when signing the tenancy agreement. Where a registration document is not available as in the case of mobility cars (a log book is held by owners of mobility cars) a copy of the tax disc should be provided along with two forms of ID.

Storage of bicycle and/or motorcycle in the garage added.

3.12.3 The working group has used best practice from other authorities to produce the revised Conditions of Tenancy for garages tenants.

Appendix 2: Revised Garage Tenancy Conditions.

## **4. Implications**

### **(a) Financial Implications**

#### **Variable charges for garages:**

Annual loss of moving to a consistent weekly garage base rent of £9.13 would be £4,382. Details of the breakdown of this amount contained within point 3.11.1 of this report.

The identified £4,382 annual loss assumes that we do not increase rents for existing commercial tenants of which there are approximately 20. If we did increase these immediately it would generate an additional £7,939.20.

It is assumed that the identified annual loss will be more than offset by future commercial, commuter and storage lets being at the higher weekly charge of £17.40.

### **(b) Staffing Implications**

No staffing implications identified.

(c) **Equal Opportunities Implications**

All work undertaken as part of this review will consider parking issues for disabled residents.

(d) **Environmental Implications**

All new lighting will be low energy and/or solar powered.

(e) **Procurement**

Not applicable.

(f) **Consultation and communication**

Affected garage users will be informed of the work being undertaken to their garage in advance of the work being undertaken.

(g) **Community Safety**

Improved lighting on garage sites will enhance the safety of the garage users.

## **5. Background papers**

No background papers were used in the preparation of this report.

## **6. Appendices**

Appendix 1: Garage Refurbishment Costs

Appendix 2: Revised Garage Tenancy Conditions.

## **7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Author's Name: Sandra Farmer  
Author's Phone Number: 01223 - 457000  
Author's Email: [sandra.farmer@cambridge.gov.uk](mailto:sandra.farmer@cambridge.gov.uk)

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**Year 1 Garage Refurbishment actual costs**

**2012/13**

<b>Garage Site</b>	<b>No. of Garages</b>	<b>Expenditure</b>
Hall Farm Road	12	25047.18
River Lane	8	17966.32
Dunsmore Close Phase 1	20	37598.11
Seymour Street	18	32577.80
1 - 5 Ekin Road	5	18978.30
Dundee Close	7	17534.77
Gunhild Court	37	59058.03
<b>Totals</b>	<b>107</b>	<b>208760.51</b>

**Year 2 Garage Refurbishment Projected Costs**

**2013/14**

<b>Garage Site</b>	<b>No. of Garages</b>	<b>Estimated Costs</b>
Ekin Road	35	22500
Barnes Road	24	54728
Paget Road	34	72457
Hawkins Road	14	75000
Nicholson Way	10	25000
Dunsmore Close Phase 2	18	50400
<b>Totals</b>	<b>135</b>	<b>300085</b>

**Please note:**

- Additional garages will be added to the 2013/14 programme if invoiced costs are less than the projected estimates.
- 2014/15, garages to be included will be decided later this year.
- However, based on the proposed budget of £300,000, at this stage it can be assumed that for 2014/15, 110 garages will be refurbished.

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## GARAGE - CONDITIONS OF TENANCY

**This agreement contains the terms and obligations of your tenancy of a Cambridge City Council Garage. This is a very important document. Please read it carefully. It is the legal contract between you and Cambridge City Council. It sets out the rights and responsibilities you have as a tenant of a garage and the responsibilities we have as a landlord.**

### **1. General Information:**

- 1.1 The garage is let to the tenant on a weekly tenancy running from Monday to Sunday. The tenancy shall be for a minimum period of 4 weeks and may be terminated on any Monday thereafter by the Council or the tenant giving one weeks notice in writing.

**Please Note:**

Further weeks rent will be charged if all keys are not handed into Housing Office Reception at .....by 12 noon on the first Monday following the termination date. If you fail to return the keys, you may also be charged for the cost of replacing the locks to the garage.

You should obtain a receipt for the keys, as this is the only acceptable evidence in the event of any dispute concerning the return of the keys.

- 1.2 If the garage is rented for commercial, commuting or storage purposes the enhanced weekly rent will apply.
- 1.3 Any notice, which may be served under this agreement, will be deemed to have been validly served if:  
It is sent by post or delivered by hand:  
(a) by the tenant to the Director of Community Services, Hobson House, 44 St. Andrews Street, Cambridge.  
(b) by the Council to the tenant at the address of the tenant given in agreement.  
(c) The Council have affixed prominently to the door of the garage.

### **2. Council Responsibilities:**

- 2.1 The Council may increase or reduce the rent at any time by giving the tenant a minimum of four week's written notice of the new amount payable.
- 2.2 The Council will be responsible for keeping the exterior and the structure of the garage (including any drains, gutters and external pipes) in good repair.

## GARAGE - CONDITIONS OF TENANCY

2.3 The Council shall, on giving no less than three clear days written notice to the tenant, be entitled to inspect the garage to see whether or not the tenant is complying with this agreement. However the Council shall be at liberty to enter the garage to inspect the state of repair and to execute repairs therein or for any other purpose, at all reasonable hours of the day.

### 3. Tenants Responsibilities:

3.1 If you are the tenant of a Council dwelling you will receive a separate rent payment card for the garage and you will need to make arrangements to pay your garage rent.

**Please note:** If the tenant rents a dwelling as well as a garage from the Council and any money paid by the tenant is not enough to cover the rent owing on both the dwelling and the garage, it will be first used to pay what is owed for the dwelling. Any amount left over will then be put towards what the tenant owes for the garage.

3.2 Council Garage Tenants should pay by Direct Debit in advance at the beginning of the month. You should make the arrangements to pay with the Customer Services Assistant for your Area when you collect the keys.

3.3 The tenant will not assign or sublet the garage to any other person/s. However, another member of the tenant's household may use the garage.

**Please note:** If the garage is rented on a commercial basis only employees from that company can use the garage.

3.4 The garage must only be used for the storage of a private light goods motor vehicle and/or bicycle and/or motorcycle and not for any 'business purposes' at all (Part II of the Landlord and Tenant Act 1954).

3.5 The tenant must not carry out any alteration to the structure of the garage or the layout of the ground.

3.6 The tenant must not park or carry out any repairs or maintenance of vehicles in such a way as to cause any obstruction to any users of other garages or other property nearby. You must not permit the parking of any vehicle on estate verges, grassed area or forecourts of garages, or in any area that could cause an obstruction or potential danger to other users.

3.7 The tenant must under no circumstances pour oil or petrol into the drainage system.

## **GARAGE - CONDITIONS OF TENANCY**

- 3.8 The tenant shall not do or permit to be done in connection with his occupation of the garage anything which, in the opinion of the Council may be or become a nuisance or annoyance to or in any way interfere with the quiet or comfort of the tenants on the Council's Housing Estates or of any other person.
- 3.9 The tenant must not display or permit to be displayed on the garage or its surrounding area any advertisement notice, bill or name-plate.
- 3.10 The tenant shall be responsible for the cost of any repairs to the garage other than those arising from fair wear and tear or from damage caused by third parties. The tenant will however be responsible for damage caused by anyone using the garage with his or her permission.
- 3.11 At the end of the tenancy, you must leave the garage in good condition. When ending the garage tenancy, you must give up possession of the garage in an empty and secure state, being clear of all contents. Any items left in the garage after the termination dates are deemed to be no longer required and will be disposed of, without further notice by the Council, and you will be charged removal and disposal costs
- 3.12 The tenant will be given a rent swipe card by the Council. If the tenant is also a tenant of a dwelling owned by the Council then a rent swipe card will be issued for the dwelling and a separate card will be issued for the garage. The two tenancy agreements are separate and each may continue independently of the other.



## Garage Tenancy Agreement

Address of garage:

.....  
.....

Date of commencement of tenancy: .....

Two keys given to each garage user:

Please tick: Yes  No

Weekly rent:.....

**Commuters and Commercial customers please note:  
Refer to 3.3 of the Garage Tenancy Conditions**

Garage users details:

Vehicle registration document and certificate of insurance:

.....

I have had the tenancy agreement and conditions explained to me and hereby accept the tenancy.

Name: .....

Signature: .....

Home Address:.....

Telephone number: Home: .....

Business:.....

Mobile:.....

**I have read and agree to abide by the conditions of the Garage Tenancy Conditions and understand that the Tenancy is determined by one week's notice in writing.**



To: Executive Councillor for Housing: Cllr Catherine Smart  
Report by: Bob Hadfield Head of Estates & Facilities  
Relevant scrutiny committee: Housing Management Board  
Wards affected: All Wards

## **Gas Safety Certification for Leasehold dwellings in flat blocks Non - Key**

### **1. Executive summary**

- 1.1 This report sets out gas safety concerns relating to pre 2004 leasehold properties within flat blocks in the city. A low-cost option is being recommended to address these concerns and for minimising the risk of a gas related incident occurring. Leases prior to 2004 do not contain a requirement for a Leaseholder to provide the Landlord with a gas safety certificate.
- 1.2 It is known that of the 940 Pre-2004 leases 540 Leaseholders sub-let properties and therefore become landlords with a statutory duty to ensure any gas appliances/flue ways are annually inspected/serviced and provide their tenant with a copy of gas safety certificate.

### **2. Recommendations**

The Executive Councillor is recommended:

To consider and approve the following low cost option

- 2.1 Estates and Facilities generate and send out a letter (appendix1) to all leaseholders outlining Gas Safety requirements with the option to enter into a private agreement between the Councils approved sub-contractor Compton & Parkinson to have their gas supply and appliances inspected, checked and serviced at a competitive price that has been negotiated between the Council and Contractor.

- 2.2 There are at present 400 Leasehold flats that we have no knowledge of gas maintenance history. These will receive letters first as they pose potential significant risk.
- 2.3 Every Leasehold dwelling 1079 in total will receive the gas Safety letter on an Annual basis.

### **3. Background**

#### **Gas safety requirements**

Under the Gas Safety (Installation and Use) Regulations 1998 Landlords if letting a property equipped with gas appliances have three main responsibilities

1. Maintenance of installation: pipework, appliances and flues must be maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer's instructions. If these are not available it is recommended that they are serviced annually unless advised otherwise by a Gas Safe registered engineer.
2. Gas safety checks: at intervals at a minimum of no more than 12 calendar months in accordance with the Gas Safety(Installation and use)regulations 1998, checks must be carried out on every gas appliance/flue way. A gas safety check will make sure gas fittings and appliances are fit for purpose and safe to use.
3. Records: a record of the Landlords annual gas safety check must be provided to a tenant within 28 days of the check being completed or to new tenants before they move in. Landlords must keep copies of the gas safety record for two years.

#### **Current situation**

The council has maintained a 100% track record for the provision of Landlord's gas safety certificates to rented properties in management for the last 10 years. However this situation is not the case for leasehold properties, as these are to all intents and purposes private dwellings. The Council has at present 1079 leasehold properties within its stock.

#### **Requirements set out in Leases**

Leases issued prior to 2004 contain no requirement for leaseholders to provide an annual safety certificate to the Council whereas leases drafted after 2004 do so. This means in practice that the safety status of approximately 400 properties is unknown as they are not sub-let and evidence of regular gas maintenance has not been forthcoming.



The risk posed by these properties is considered to be significant as an incident in any leasehold property could severely impact on all other households within the same block of flats and also cause major structural damage in the event of an uncontrolled explosion.

Officers have been therefore examining approaches, which would result in comprehensive assurance that all the buildings under management are safe. It should also be noted also that the Council self-insures for losses incurred under a £250,000 annual threshold.

Guidance has been sought from industry body CORGI Technical Services who provide clients, including many local authorities, housing associations and private landlords support with their gas safety obligations and continued improvement. CORGI has been consulted on the Councils pro-active approach to leaseholders.

Having considered a range of options the only one that appears to fully meet requirements with certainty of risk reduction and management is for the Council to promote the use of an approved contractor to carry out inspection and issue a gas safety certificate whereby the Leaseholder has a direct agreement with the heating contractor and a copy of the certificate will be provided to the Estates and Facilities team where records will be updated.

Where Leaseholders do not engage in the recommended gas inspection we cannot force it upon them. We the Council can however evidence that we have sent a recommendation Letter outlining the risks and the opportunity for a Leaseholder to engage in the inspection/service offered.

Where a leaseholder sub-lets they are legally required to provide an annual landlord gas safety certificate to their tenants.

## **4. Implications**

### **(a) Financial Implications**

Minimal Funded from existing budget  
Cost involves stationary and officer time  
Annual letter generated and sent 2<sup>nd</sup> class business £360

### **(b) Staffing Implications**

No staffing implications identified

### **(c) Equal Opportunities Implications**

None as open to all

**(d) Environmental Implications**

- Low negative impact

**(e) Procurement**

N/A

**(f) Consultation and communication**

CORGI Technical Services

Leasehold representative

The Information letter will be added to the council's website for Leaseholders

**(g) Community Safety**

N/A

**5. Background papers**

N/A

**6. Appendices**

Appendix 1 Leaseholder Gas Safety Letter

**7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Author's Name: Chris Brown Estates & Facilities  
Author's Phone Number: 457354  
Author's Email: [Chris.brown@cambridge.gov.uk](mailto:Chris.brown@cambridge.gov.uk)

*Address details*

**DRAFT**

Date

Dear *Leaseholder name*

**Gas Safety and Leaseholders**

As you will be aware it is very important if you have a gas supply and gas appliances that they are checked regularly. This is to ensure they are operating safely. These checks are for your own safety and for the safety of others.

Many leases require the leaseholder to provide a copy of an Annual Gas Safety record to demonstrate to the Council that appliances have been checked and are safe to use. The Council, as the owner of the freehold of the block that your home is in, has a "Duty of Care" to residents and visitors to the block.

The Council strongly recommend where it is not a requirement of the lease, the Leaseholder should provide a copy of the landlord gas safety record to

Leasehold Services,  
City Homes North,  
171 Arbury Road,  
Cambridge, CB4 2YG

IF you have let your property to a tenant you **MUST** comply with the requirements of the law and part of this will be a legal obligation to have and provide a copy of the annual gas safety record.

The Council, working in conjunction with our approved local heating contractors Compton & Parkinson are now able to offer you the opportunity to have your gas supply and appliances annually checked and serviced at competitive rates.

This would be a private agreement between you and Compton & Parkinson.

The cost to Leaseholders would be as follows.

Gas Boiler Service: £66.00 Inc VAT Includes gas certificate  
Back Boiler Unit: £84.00 Inc VAT Includes gas certificate  
Gas Safety Check: £54.00 Inc VAT Includes gas certificate

**Please note: on a back boiler unit it is not possible to do a safety check only as the fire front has to be removed therefore the cost would be £84.00 Inc VAT Includes gas certificate.**

If you would like more details about the scheme, or want to arrange a gas safety inspection and / or a service of gas appliance/s please contact

Compton & Parkinson      TELEPHONE: **01223 880080**

Compton & Parkinson Ltd: Nil Desperandum: Fulbourn Road: Cambridge: CB1 9AN  
Tel: 01223 880080    e-mail: [info@comptonparkinson.co.uk](mailto:info@comptonparkinson.co.uk)

IF you are already having your gas appliances checked annually and serviced this must be by a **Gas Safe Registered engineer.**



Before you let ANY gas engineer into your home to work on your gas appliances, check the front and the back their Gas Safe ID card. If they don't show this to you when they arrive, **ask to see it.**

Further information on Gas Safety, Carbon Monoxide and Landlord responsibilities can be found on the Health & Safety Executive website.



<http://www.hse.gov.uk/gas/domestic/faqlandlord.htm>

Yours Sincerely

Chris Brown

Heating Engineer  
Estates and Facilities  
Cambridge City Council

Estates and Facilities, Cambridge City Council, Mill Road Store yard, Mill road Cambridge CB1 2AZ

## Project Appraisal

<b>Project Name</b>	Hanover-Princes Court Community Room
<b>Committee</b>	Housing Management Board
<b>Portfolio</b>	Housing
<b>Committee Date</b>	4 <sup>th</sup> June 2013
<b>Executive Councillor</b>	Cllr Catherine Smart
<b>Lead Officer</b>	Sandra Farmer / Trevor Woollams

## Project Appraisal and HMB Recommendation

### Recommendations

#### Financial recommendations -

- The Executive Councillor is asked to approve
  - a) The Project Appraisal for the re-development of the existing laundry to create a new community room with small adjacent laundry at Hanover and Princes Court.
  - b) That any shortfall in revenue funding for the community room be met from income generated by telecom masts on the top of Princes and Hanover Courts.

## 1 Summary

### 1.1 The project

This project has come about as part of the Council's approach to devolved decision making over the use of developer contributions. The proposal was initially raised by Hanover Court and Princes Court Residents Association through the Newtown Forum and also discussed at the South Area consultation workshop with local residents and community groups last autumn. It has been identified by the South Area Committee as a devolved funding priority (£100,000) for delivery by March 2014. The project appraisal is being reported to the Housing Management Board given

that the existing laundry is an HRA asset. It is proposed that the new community room will remain an HRA asset but will be managed jointly by City Homes staff and Hanover Court and Princes Court Residents Association.

The project involves re-development of the existing laundry to create a new community room with small adjacent laundry space which can be accessed separately. The footprint of the existing laundry is approx 45m<sup>2</sup>. The new building would have a footprint of approx 80m<sup>2</sup> (subject to final design and costing). The Council's Architects have produced indicative drawings which have been shown to residents and included in a resident's newsletter. They are currently working up detailed design options. Residents of Hanover and Princes Court will be consulted on the options at their resident's meeting on 26<sup>th</sup> June before the design is finalised.

Target Start date	September 2013
Target completion date	November 2013

## 1.2 The Cost

Total Project Cost	£103,000
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Capital Cost Funded from:

Funding:	Amount:	Details:
Reserves	£	<i>None</i>
Repairs & Renewals	£	<i>None</i>
Developer Contributions	£100,000	<i>From South Area Committee devolved developer contributions</i>
Other	£3,000	Existing Housing budgets

Revenue Cost

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Year 1	£5,000 (£2,500 net)
Ongoing	£5,000 (£2,500 net)

### 1.3 The Procurement

Procurement of the new community room will be carried out by the Council's Repairs and Maintenance service using existing contracts.

## 2 Capital Project Appraisal & Procurement Report

### 2.1 What is the project?

This project is to re-develop the existing laundry building at Hanover and Princes Court to provide a purpose built community room which will be managed jointly by City Homes staff and Hanover and Princess Court Residents Association. The new community room will have a separate small space which will be accessed from outside the community room and which will accommodate a washing machine for the use of residents. The new washing machine and associated equipment will be funded from existing housing budgets.

The existing laundry building is in very poor condition and unsuitable as a meeting space. Whilst there is still some need for laundry facilities, use is relatively small.

### 2.2 The major issues for stakeholders & other departments

Extensive consultation has been carried out with local residents of Hanover and Princes Court and the project is supported by the Newtown Forum (Residents groups from the Newtown Area), ward councillors and South Area Committee.

The project appraisal has been considered by the Council's internal Asset Management Group and Housing Management Team. Some concerns were raised about how revenue funding for the new community room would be secured. General running costs (heating, lighting, maintenance etc. are estimated to be £5,000. We will be able to generate some income through hiring out the room to local

groups. It is difficult to estimate in advance what this might be but based upon similar sized community rooms elsewhere in the city, a modest charge of £5p/h for an average of only 10hrs a week would generate around £2,500 each year. This would leave a shortfall of £2,500 which would be met from income generated from telecom masts on the adjacent buildings.

Revenue costs for the small replacement laundry area will continue to be met from the HRA.

The project appraisal will also be shared with South Area Committee members before the 4<sup>th</sup> June so that any comments from them can be fed into Housing Management Board and taken into consideration by the Executive Councillor for Housing when a decision is taken.

### **2.3 Summarise key risks associated with the project**

The community room will be managed jointly by City Homes staff and Hanover and Princes Court Residents Association. The Residents Association will continue to be supported by the Resident Involvement Facilitator within City Homes and the Community Development Officer for the Newtown area who have been working together with residents on this project.

The new community room will be available for hire by any community group within the City although Hanover and Princes Court residents and local groups within the Newtown area are expected to be the main users.

### **2.4 Financial implications**

- a) Appraisal prepared on the following price base: 2013/14
- b) The Capital allocation of £103,000 is made up of a £100,000 allocation from developer contributions (community facilities) and £3,000 from existing housing budgets.
- c) Revenue funding for the community room will be met from income generated by hiring the community room with any shortfall (estimated at £2,500) met by income from



telecom masts on the adjacent buildings. Revenue funding for the new and much smaller laundry room will remain with the HRA.

- d) The new community room and laundry will remain a Housing Revenue Account (HRA) asset.

## 2.5 Capital & Revenue costs

(a) Capital	£	Comments
Building contractor / works	91,000	Estimated costs (not yet tendered)
Purchase of vehicles, plant & equipment	3,000	
Professional / Consultants fees	9,000	
IT Hardware/Software		
Other capital expenditure		
<b>Total Capital Cost</b>	<b>£103,000</b>	

(b) Revenue	£	Comments
<b>Total Revenue Cost</b>	<b>2,500</b>	Net costs (estimated) for the new community room

## 2.6 VAT implications

There are no adverse VAT implications to this project

## 2.7 Environmental Implications

Climate Change Impact	+L
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It is estimated that the overall project will have a low but positive environmental impact as the new building will be better insulated.

**2.8 Other implications**

The project takes environmental issues into consideration and will ensure that the relevant health and safety standards are complied with.

An EQIA has been carried out. The new building will be fully accessible and available for hire by all groups, although use by Hanover Court and Princes Court residents and groups within the local Newtown area will be prioritised.

Hanover and Princes Court house some of the city’s most deprived residents in terms of income. There has been focussed community work over the last 12 months with Community Development and Housing officers working with residents to bring forward ideas for improving the local area and strengthening community cohesion. Hanover and Princes Court RA is now an active member of the Newtown Forum and the group has worked with officers to bring forward this scheme in consultation with local residents and ward councillors.

**2.9 Staff required to deliver the project**

The project will be overseen by staff within City Homes, tendered through existing maintenance contracts and managed by the Council’s Architects. The budget allows for Architects Fees (£8,000) and Building Regulation Fess (£1,000).

**2.10 Identify any dependencies upon other work or projects**

None

**2.11 Background Papers**

South Area Committee Minutes January 14<sup>th</sup> 2013 - Developer Contributions

**2.12 Inspection of papers**

Author’s Name	Trevor Woollams Sandra Farmer
Author’s phone No.	01223 457861

Author's e-mail:	<a href="mailto:Trevor.woollams@cambridge.gov.uk">Trevor.woollams@cambridge.gov.uk</a> <a href="mailto:Sandra.farmer@cambridge.gov.uk">Sandra.farmer@cambridge.gov.uk</a>
Date prepared:	15.5. 2013



## Appendix A

	2012/13	2013/14	2014/15	Comments
	£	£	£	
<b>Capital Costs</b>				
Building contractor / works		91,000		
Purchase of vehicles, plant & equipment		3,000		
Professional / Consultants fees		9,000		
Other capital expenditure:				
<b>Total Capital cost</b>		103,000	<b>0</b>	
<b>Capital Income / Funding</b>				
Government grant				
Developer contributions		100,000		South Area Committee 'community facility' contributions
R&R funding				
Earmarked funds				
Existing capital programme funding		3,000		HRA
Revenue contributions				
<b>Total Income (capital)</b>		<b>£103,000</b>	<b>0</b>	
<b>New Capital Bid</b>	<b>0</b>	<b>0</b>	<b>0</b>	

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To: Executive Councillor for Housing  
Report by: Director of Customer and Community Services  
Relevant scrutiny committee: 04.06.2013 Housing Management Board  
Wards affected: Wards with Council estates

## **Tenant and Leaseholder Satisfaction Survey, 2014**

Not a key decision

### **1. Executive summary**

The 2014 Tenant Satisfaction Survey offers real opportunities to use customers' feedback and priorities to further improve services and drive value for money.

### **2. Recommendations**

**The Executive Councillor is recommended:**

To approve this report's proposals for the 2014 satisfaction surveys with tenants and leaseholders.

### **3. Background**

#### **Customer feedback guiding performance and priorities**

3.1 Landlords have traditionally done large-scale tenant satisfaction surveys every two or three years, with a hiatus in 2010 while government reconsidered the function of these surveys. When the surveys restarted in 2012, the Council was pleased to find that local tenant satisfaction rates had broadly remained level, despite the national climate of recession, cuts and restructures since Cambridge's last survey in 2008.

3.2 In addition, residents' stated priorities for services in the 2012 survey were for the most part the same as those that the Council had been prioritising for investment. (Tenants' priorities were, in priority order: newly-built homes, the repairs service, tackling anti-social behaviour, housing for older people, responding well to tenants' calls and queries, and providing tenants with extra support.) Meanwhile, in both 2012 and 2013, City Homes was assessed for and awarded the national Customer Service Excellence Standard. Overall, these independent sources of feedback suggest that on the whole, the Council is in touch with and meeting its tenants' needs and expectations, despite the challenges of recession.

3.3 But there is no room for complacency. Since the dissolution of the Audit Commission and its inspection regime, landlords and local residents must now develop their own local 'Co-Regulation' systems for keeping service standards and customer satisfaction high in the years ahead.

3.4 Two reports to HMB earlier this year (on residents' independent inspection of services and on the importance of a robust complaints system) showed how co-regulation is reaching positive practice standards in Cambridge. The other requirement of co-regulation is that there be a robust loop of feedback from the wider tenant body about the performance of services. This report proposes how the next tenant and leaseholder satisfaction surveys could contribute added value through this feedback.

### **Using the 2014 tenant and leaseholder surveys to increase customer satisfaction**

3.5 It is important that landlords gather feedback on performance from residents' viewpoint, to complement the in-house performance-data that is monitored by managers. This is because the issues that can cause residents to feel dissatisfied with the Council are often very specific experiences that may not feature in internal performance-data. (They can range from dog-fouling, loud music, bin problems, parking or fencing to the tone of Council letters, technicalities with the Council's phone-answering system or even services that are not delivered by the City Council at all). Quality feedback from tenants on the estates, when accurately understood, can often close this communication gap, enabling the Council to make small service changes, improvements or clarifications that can significantly raise satisfaction levels at little cost.

3.6 The 2012 survey included seven core questions that landlords use to compare their performance nationally via the *Housemark* benchmarking service. It is proposed that Cambridge's 2014 survey will additionally, within existing resources:

- provide a more local communication loop or 'conversation' between the Council and its tenants and leaseholders
- ask additional local questions that are important to Cambridge residents and the services they receive
- involve residents in phrasing and testing the survey questions, to avoid the ambiguous meanings that cloud one or two of the core national questions
- include resident-led questions from other service-areas that are important to tenants and leaseholders, such as the Customer Service Centre, the repairs service and the Streets and Open Spaces service
- be enhanced and informed by drill-down surveys such as the face to face tenant questionnaires used at neighbourhood Community Days, and telephone surveys provided by the resident involvement service
- include a lead-in phase for publicising the survey through local media, an incentive prize for completing the survey, posters at Council receptions promoting it and frontline staff reminding customers to participate

3.7 Thus the tenant and leaseholder satisfaction surveys in 2014 will be an opportunity to develop an even more robust communication loop with residents on the estates, delivering:

- deeper ownership and engagement on both sides of this 'conversation' between residents and the Council
- a careful analysis of areas of lower satisfaction, with dead-lined action plans that make modest but visible improvements in the service-areas where residents have asked for them
- thorough, ongoing communications in Open Door magazine and related media, showing residents the progress of these improvements in terms of 'You said it, We did it'
- the outcome that residents feel the Council does "listen to and act upon their views", which is one of the national benchmarking questions



3.8 The elected residents on the Housing Management Board and other lead resident representatives were consulted for this report and their suggestions are reflected in the proposals above.

## **4. Implications**

### **(a) Financial Implications**

The proposals within this report would be delivered within existing budgets.

### **(b) Staffing Implications**

None. The proposed work would be delivered within existing staffing resources.

### **(c) Equal Opportunities Implications**

An Equalities Impact Assessment will be completed as part of the survey design process.

### **(d) Environmental Implications**

None.

### **(e) Procurement**

An independent market surveying company will be hired as usual to implement the survey itself.

### **(f) Consultation and communication**

As explained in the report, tenants, leaseholders, staff and other stakeholders will be closely involved in the design of the survey and the interpretation of its results.

### **(g) Community Safety**

The survey will include questions about anti-social behaviour and the resulting action plan will seek to address, within available resources, any issues highlighted by residents.

## **5. Background papers**

None.

## **6. Appendices**

Proposed time-schedule for the 2014 Tenant and Leaseholder Satisfaction Surveys.

## **7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Author's Name: James Bull  
Author's Phone Number: 01223-458323  
Author's Email: [James.Bull@cambridge.gov.uk](mailto:James.Bull@cambridge.gov.uk)

## Resident Satisfaction Surveys and 'You said it, We did it' actions, from 2013

	Designing survey	Promoting survey	Drill-down & follow-up
June 2013	Working group for 2014 tenant & leaseholder satisfaction surveys	Housing and related staff introduced to the survey project	Tenant questionnaires at neighbourhood Community Days
August '13	Survey procurement process		
September '13		Promoting the survey project in Open Door magazine	Customer Journey Mapping through phone surveys
October '13	First drafts of surveys		
November '13	Surveys tested with residents and staff		
December '13		Promoting the survey project in Open Door magazine	
January '14	Survey questions finalised		
March '14		Promoting the survey in Open Door magazine	
May '14	Surveying company plan logistics		
June '14	Surveys goes out to tenants and leaseholders	Frontline staff remind customers to complete the survey	
July '14	Results of the surveys delivered		
August '14			Council and working group analyse results, drawing up achievable action plan to improve weaker areas
Sept '14		Survey results published in Open Door magazine	Managers commit to delivering improvements over 3 and 6 months
Dec '14		'You said it, We did it' feature in Open Door magazine, showing improvements based on residents' feedback	Working group monitor that 3 month actions have been delivered
March '15		Further 'You said it, We did it' feature in open Door magazine, showing improvements based on residents' feedback	Working group monitor that 6 month actions have been delivered

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## Cambridge City Council

## Item

To: Executive Councillor for Housing (and Deputy Leader): Councillor Catherine Smart  
Report by: Alan Carter, Head of Strategic Housing  
Relevant scrutiny Housing Management 4/6/2013  
committee: Board  
Wards affected: All Wards

### **Council's Affordable Housing Development Programme – Progress Report Non Key Decision**

#### **1. Executive summary**

Housing Management Board has requested a report on the progress of the Council's Affordable Housing Development Programme. This report provides an up-date with a particular emphasis on the re-housing of existing residents.

#### **2. Recommendations**

The Executive Councillor is recommended:

To note progress with the delivery of the Council's Affordable Housing Development Programme.

#### **3. Background**

“Maximise the delivery of new sustainable housing in a range of sizes, types and tenures - at least maintaining current standards and driving energy efficient homes for residents” is a Strategic Objective in the Housing Portfolio Plan.

Over the last twenty years most new Affordable Housing has been delivered by Registered Providers (RPs) working with house-builders and developers through the planning system. The Homes and Communities Agency (HCA) introduced a significantly different way of allocating grant to RPs in 2011. RPs were invited to bid for

grant in a single bid round to allocate all available grant to the end of March 2015. In the new context of 'self financing', local authorities were able to bid for grant too and the Council took the opportunity to establish its own new Council House building programme.

### **Three Year Rolling Programme**

A new approach to the review of the use of housing land in the Council's ownership was introduced in July 2008 following Committee scrutiny. It was agreed by the Executive Councillor that a three year rolling programme of sites be brought forward each year for consideration for development, redevelopment or disposal. The annual review keeps members appraised of progress with sites and offers the opportunity to introduce new sites for investigation. Sites have been selected from the Council's Three Year Rolling Programme to include in the new Council House building programme. A cross-party Member Group has been established to steer and monitor the Council's Affordable Housing Development Programme

### **New Council House Programme**

Eight new Council homes have now been completed since 2010 in Harris Road, Cockerall Road, Teversham Drift and Church End. The scheme to redevelop Seymour Court is due to complete in October 2013. This will provide 18 two bedroom and 2 one bedroom flats for older people. Two of the two bedroom flats will be fully wheelchair accessible.

Based on the three year rolling programme grant has been secured from the HCA through the bid round mentioned above to provide a further 126 (146 including Seymour Court) new Council homes by the end March 2015. To facilitate this officers have completed a procurement process to set up an Affordable Housing Development partnership (AHDp) with a house-builder/developer and four Registered Providers. Keepmoat has been selected as our house-builder partner.

Appendix 1 is a Workbook of Scheme Audit Checklists summarising progress on the individual schemes in the Council's Affordable Housing Development Programme.

## Progress with Re-housing Residents

The following table summarises the current position with the re-housing of tenants;

Scheme	Number Tenants	Number moved or accepted offers	Remaining number to re-house
Latimer Close	16	16	0
Barnwell Road	23	23	0
Campkin Road	40	36	4
Colville Road	17	16	1
Aylesborough Close	20	8	12
Water Lane	23	6	17
Total	139	105	34

There are 19 leaseholders that will be required to move. Thirteen purchases have either been completed or are proceeding to completion (including three that are the subject of a Compulsory Purchase Order - CPO). Three leaseholders have agreed in principle to sell their properties to the Council and valuations are being sought and finalised. The remaining three have been slower to engage and housing officers are continuing to provide information to them on their options.

### 4. Implications

#### (a) Financial Implications

Appendix 1 has a summary section on the cost of schemes. Financial implications are assessed and reported when individual schemes considered suitable for development or redevelopment are reported to the Community Services Scrutiny Committee for scrutiny and for approval by the Executive Councillor for Housing.

#### (b) Staffing Implications

Staff in the Enabling and Development Team project manage the delivery of the Council's Affordable Housing Programme. City Homes officers lead on the re-housing of tenants in liaison with the Housing Advice Team. The Enabling and Development Team lead

on negotiations with leaseholders. Projects are monitored by the Affordable Housing Development Programme Board, a group of officers that meets quarterly. The Board includes representatives from the Enabling and Development Team, City Homes, Housing Strategy and Procurement, with Finance, Internal Audit, and Legal staff as corresponding members.

**(c) Equal Opportunities Implications**

An EQIA has been undertaken for the Enabling and Development Service and for the Council's new build programme as a whole which mainly highlighted the benefits of the Council retaining direct control of new housing development itself to ensure a focus on the delivering of housing that meets a diverse range of housing needs. Each individual scheme will be subject to an EQIA at the feasibility stage.

**(d) Environmental Implications**

All new Affordable Housing on the growth sites and in the Council's programme are built to at least Level 4 of the Code for Sustainable Homes.

**(e) Procurement**

None

**(f) Consultation**

The Council's approach to the involvement of residents affected by the three year programme process and the Council's new house-building programme has been reviewed recently and was the subject of a report to the January 2013 Community Services Scrutiny Committee. One important change in the way that residents will be engaged was agreed. In future the first collective meeting with residents of an affected scheme will be held at least 4 – 6 weeks prior to a report coming to the scrutiny committee for consideration.

An extract of this report is shown as Appendix 2.

**(g) Community Safety**



All new Affordable Housing is assessed against Secure by Design criteria.

## **5. Background papers**

None.

## **6. Appendices**

Appendix 1- Council's Affordable Housing Development Programme - Workbook of Scheme Audit Checklists

Appendix 2 – Extract from a report to the January 2013 Community Services Scrutiny Committee

## **7. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact:

Author's Name:	Alan Carter
Author's Phone Number:	01223 - 457948
Author's Email:	alan.carter@cambridge.gov.uk

## Appendix 1- Council's Affordable Housing Development

### Programme - Workbook of Scheme Audit Checklists (all information at 17 May 2013)

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#### 1. Scheme – Jane's Court (formerly known as Seymour Court)

#### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	
Community Serv. Scrutiny Com. - Exec Cllr Approval	
Development Agreement Signed	
Pre-application First Meeting	
Planning Application	
Planning Approval	Nov 2010
Development Agreement – Unconditional	
Start on Site	March 2012
Practical Completion	<i>October 2013</i>

Comments: This scheme was originally part of the Sheltered Housing Programme.

#### 3. Resident Engagement

First 3 Year Programme Letter	N/A
3 Year Programme Up-date Letter (if applicable)	N/A
Residents Meeting Prior to Exec Cllr Approval	N/A
Pre-application Neighbourhood Meeting	N/A

Comments (including progress with residents re-housing): Tenants were re-housed under the Sheltered Housing Programme. There were no leaseholders.

#### 4. Scheme History

Mix	Formerly	HCA Bid	Exec Cllr Approval	Current
-----	----------	---------	--------------------	---------

Bedsits	50	0	0	0
1 bed flat	0	2	2	2
2 bed flat	0	19	19	18
Total	50	21	21	20

Comments: Two flats are to fully wheelchair accessible standards. The new scheme will also deliver fourteen market sale properties, alongside the Affordable Housing.

## 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction	-	-	-
Home Loss	-	-	-
Project Agent	-	-	-
Internal Fee	-	-	-
Total	400,000	400,000	400,000

Comments: The scheme was sufficiently advanced when the HCA bid was made for the grant bid and allocation to cover the net construction cost of the Affordable Housing. The cost of relocating tenants is not shown in the above.

---

## 1. Scheme – Latimer Close, Cambridge CB5 8RP

### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	Nov 2008
Community Serv. Scrutiny Com. - Exec Cllr Approval	28/06/2012
Development Agreement Signed	25/01/2013
Pre-application First Meeting	28/08/2012
Planning Application	20/12/2012
Planning Approval	03/03/2013
Development Agreement – Unconditional	<i>June 2013</i>
Start on Site	<i>July 2013</i>

Practical Completion	March 2014
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Comments: The detailed scheme design is now being worked up by the architects. Final scheme costs are being prepared ready for validation. Planning conditions are being addressed to enable the Development agreement to move to the unconditional stage.

### 3. Resident Engagement

First 3 Year Programme Letter	13/11/2008
3 Year Programme Up-date Letter (if applicable)	05/10/2011
Residents Meeting Prior to Exec Cllr Approval	None
Pre-application Neighbourhood Meeting	20/09/2012

Comments (including progress with residents re-housing): All tenants have been re-housed. One leasehold property has been repurchased through negotiation and a second is in the Council's ownership through a Compulsory Purchase Order. Negotiations with the remaining two leaseholders has broken down and approval is being sought to apply for Compulsory Purchase Orders.

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed flat	16	1	2	1
2 bed flat	0	3	2	3
2 bed house	0	2	2	2
3 bed house	0	3	5	5
4 bed house	0	1	1	1
Total	16	10	12	12

Comments: There are currently 16 one bedroom rented flats, with 4 one bedroom leasehold flats. The new scheme will also deliver eight market sale properties, alongside the twelve Affordable Housing.

### 5. Costs

£	HCA Bid	Exec Cllr Approval	Current

Construction	-	772,734	690,373
Home Loss	-	565,712	565,712
Project Agent	-	30,160	17,650
Internal Fee	-	-	26,148
<b>Total</b>	<b>982,936</b>	<b>1,368,606</b>	<b>1,299,883</b>

Comments: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

-----

## 1. Scheme – Barnwell Road, Cambridge CB5 8RG

### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	2008
Community Services Scrutiny Comm - Exec Cllr Approval	15/03/2012
Development Agreement Signed	<i>June 2013</i>
Pre-application First Meeting	09/01/2013
Planning Application	10/05/2103
Planning Approval	<i>August 2013</i>
Development Agreement – Unconditional	<i>August 2013</i>
Start on Site	<i>Sept 2013</i>
Practical Completion	<i>August 2014</i>

Comments: The detailed scheme design has been worked up by the architects and will now be submitted for formal planning approval. Final scheme costs are being prepared ready for validation.

### 3. Resident Engagement

First 3 Year Programme Letter	2008
3 Year Programme Up-date Letter (if applicable)	16/03/2012
Residents Meeting Prior to Exec Cllr Approval	None
Pre-application Neighbourhood Meeting	30/04/2013

Comments (including progress with residents re-housing): All 23 tenants have now been re-housed. Final negotiation is underway with sole leaseholder regarding purchase.

#### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed flat	23	1	2	2
2 bed flat	0	3	6	10
2 bed FOG	0	0	3	1
2 bed house	0	2	5	0
3 bed house	0	3	0	0
4 bed house	0	1	0	0
Total	23	10	16	13

Comments: There are currently 23 No 1 bed rented flats, with 1 No. 1 bed leasehold flat. The new scheme will also deliver eight market sale properties, alongside 13 Affordable Housing.

#### 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction	-	940,000	908,654
Home Loss	-	248,000	248,000
Project Agent	-	30,160	22,113
Internal Fee	-	-	32,760
Total	529,804	1,218,160	1,211,527

Comments: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

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#### 1. Scheme – Stanesfield Road, Cambridge CB5 8NH

#### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2012

Community Services Scrutiny Comm - Exec Cllr Approval	11/10/2012
Development Agreement Signed	<i>June 2013</i>
Pre-application First Meeting	11/12/2012
Planning Application	10/05/2013
Planning Approval	<i>August 2013</i>
Development Agreement – Unconditional	<i>August 2013</i>
Start on Site	<i>Oct 2013</i>
Practical Completion	<i>June 2014</i>

Comments: The detailed scheme design has been prepared by our architects, and will now be submitted for formal planning approval.

### 3. Resident Engagement

First 3 Year Programme Letter	Not applicable
3 Year Programme Up-date Letter (if applicable)	16/03/2012
Residents Meeting Prior to Exec Cllr Approval	Not applicable
Pre-application Neighbourhood Meeting	02/04/2013

Comments : Continued negotiation underway with Scouts regarding surrender of lease.

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed flat	0	Not specified	1	1
2 bed flat	0	-	1	1
3 bed house	0	-	3	2
Total	0		5	4

Comments: The scheme was not considered until after the HCA grant bid had been made however the grant allocation available can be allocated to the scheme. There is currently a Scouts Hut on the site, which will be re-provided. The new scheme will deliver four market sale properties, alongside four Affordable Housing.

### 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction	Not specified	673,485	673,485
Home Loss	-	248,000	248,000
Project Agent	-	9,092	9,092
Internal Fee	-	13,470	13,470
Total		696,047	696,047

Comments: A contribution of £100,000 has been agreed with the Community Development Service towards the cost of the Scouts Hut.

## 1. Scheme – Campkin Road (Phase 1), Cambridge CB4 2ND

### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2010
Community Services Scrutiny Comm - Exec Cllr Approval	28/06/2012
Development Agreement Signed	<i>June 2014</i>
Pre-application First Meeting	<i>June 2014</i>
Planning Application	<i>July 2014</i>
Planning Approval	<i>Oct 2014</i>
Development Agreement – Unconditional	<i>Oct 2014</i>
Start on Site	<i>Nov 2013</i>
Practical Completion	<i>Dec 2014</i>

Comments: The final draft scheme design is now being worked up by the architects, pending a pre-application submission. Scheme costs are being prepared ready for validation.

### 3. Resident Engagement

First 3 Year Programme Letter	02/07/2010
3 Year Programme Up-date Letter (if applicable)	14/08/2012
Residents Meeting Prior to Exec Cllr Approval	22/08/2012
Pre-application Neighbourhood Meeting	To be confirmed



Comments (including progress with residents re-housing): To date 36 of the 40 tenants have either been re-housed or are about to move. 5 of the 8 leaseholders have agreed for the Council to purchase their flat; 2 of the 8 have agreed for valuations to be undertaken; leaving one at early stages of negotiation.

#### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed flat	40	2	2	4
2 bed flat	0	7	4	10
2 bed house	0	4	4	6
3 bed house	0	10	6	0
4 bed house	0	3	2	0
Total	40	26	18	20

Comments: Scheme viability is driving a predominance of flats as the Affordable Housing.

#### 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction		1,281,202	1,281,202
Home Loss		1,300,000	1,300,000
Project Agent		23,590	23,590
Internal Fee		34,947	34,947
Total	1,852,940	2,459,739	2,459,739

Comments: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

#### 1. Scheme – Colville Road

#### 2. Stage

Stage	Date (estimate in italics)

3 Year Programme	June 2011
Community Services Scrutiny Comm - Exec Cllr Approval	28/06/12
Development Agreement Signed	
Pre-application First Meeting	18/12/12
Planning Application	June 2013
Planning Approval	Aug 2013
Development Agreement – Unconditional	Aug 2013
Start on Site	Sep 2013
Practical Completion	Nov 2014

Comments: A second pre-application meeting was held on 9 January 2013. Planning application anticipated June 2013

### 3. Resident Engagement

First 3 Year Programme Letter	30/06/11
3 Year Programme Up-date Letter (if applicable)	29/06/12
Residents Meeting Prior to Exec Cllr Approval	None
Pre-application Neighbourhood Meeting	June 2013

Comments (including progress with residents re-housing): Discussions were held with residents as long ago as 2008 but feasibility work was put on hold pending the refurbishment of Talbot House. Two resident meetings have been held together with Ward Councillors after the Executive Councillor approval to proceed.

To date all but 1 of the 17 tenants have either been re-housed or are about to move.

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed one person bungalows	18			
1 bed two person flats		2	2	3
2 bed four person flats		5	4	14
2 bed four person houses		5	6	
3 bed five person houses		10	7	3
4 bed six person house		2	2	

Total	18	24	21	20
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Comments: At HCA bid stage a 40 dwelling scheme was anticipated ie 24 Affordable Housing and 16 market dwellings. Following discussions with planning officers the current scheme has been reduced to 34 dwellings ie 20 Affordable Housing and 14 market dwellings. The flats that are Affordable Housing will be designed for older people aged fifty five years and over.

## 5. Costs

	HCA Bid	Exec Cllr Approval	Current
Construction		1,434,344	Not available
Home Loss		212,000	
Project Agent		26,641	
Internal Fee		39,469	
Total	1,364,088	1,712,453	

Comment: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

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### 1. Scheme – 1-8a and 39-50 Aylesborough Close

#### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2009
Community Services Scrutiny Comm - Exec Cllr Approval	17/01/13
Development Agreement Signed	<i>June 2013</i>
Pre-application First Meeting	<i>July 2013</i>
Planning Application	<i>August 2013</i>
Planning Approval	<i>October 2013</i>
Development Agreement – Unconditional	<i>October 2013</i>
Start on Site	<i>Nov. 2013</i>
Practical Completion	<i>Nov. 2014</i>

Comments: A report was first submitted for Executive Councillor approval in October 2012. Following concerns raised at the Community Services Scrutiny Committee the report was resubmitted in January 2013.

### 3. Resident Engagement

First 3 Year Programme Letter	June 2009
3 Year Programme Up-date Letter (if applicable)	July 2012
Residents Meeting Prior to Exec Cllr Approval	1 October 2012
Pre-application Neighbourhood Meeting	To be confirmed

Comments (including progress with residents re-housing): At the end of April 2013, six of the twenty tenants have moved or are about to. There are four leaseholders. Two have readily engaged with officers and the other two are beginning to engage, one of whom is interested in re-housing under shared equity.

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
Bedsits	2			
1 bed one person	7			
1 bed two person flats		1	3	
2 bed four person flats	11	7	7	
2 bed four person houses			2	
3 bed five person houses		7	2	
4 bed seven person house		2	2	
Total	20	17	16	

Comments: Four existing homes are occupied by a leaseholders – these are a one bed flat and three two bed flats. The current scheme includes 12 market houses and flats.

### 5. Costs

	HCA Bid	Exec Cllr	Current
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		Approval	
Construction	-	1,488,352	Not available
Home Loss		775,398	
Project Agent		20,093	
Internal Fee		29,767	
Total	1,804,176	2,313,610	

Comments: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

-----

### 1. Scheme – Water Lane

#### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2009
Community Services Scrutiny Comm - Exec Cllr Approval	17/01/13
Development Agreement Signed	
Pre-application First Meeting	<i>August 2013</i>
Planning Application	<i>Oct 2013</i>
Planning Approval	<i>Dec 2013</i>
Development Agreement – Unconditional	<i>January 2014</i>
Start on Site	<i>Feb. 2014</i>
Practical Completion	<i>Dec. 2014</i>

Comments: A report was first submitted for Executive Councillor approval in October 2012. Following concerns raised at the Community Services Scrutiny Committee the report was resubmitted in January 2013.

#### 3. Resident Engagement

First 3 Year Programme Letter	June 2009
3 Year Programme Up-date Letter (if applicable)	June 2012
Residents Meeting Prior to Exec Cllr Approval	1 Oct 2012
Pre-application Neighbourhood Meeting	To be confirmed

Comments (including progress with residents re-housing): A further residents meeting was held in December 2012. Six of the twenty-three tenants have moved or are about to. The one leaseholder is engaging with officers and is interested in moving away from the scheme temporarily and then moving back to a new flat on an equity share basis.

#### 4. Scheme History (Affordable Housing)

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed one person bungalows	4			
1 bed one person flats	19			
1 bed two person flats		1	3	2
2 bed four person flats		2	11	12
2 bed four person houses		2		
3 bed five person houses		4		
4 bed six person house		1		
<b>Total</b>	<b>23</b>	<b>10</b>	<b>14</b>	<b>14</b>

Comments: There is an additional one bedroom flat occupied by a leaseholder. The current scheme includes 12 market houses and flats.

#### 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction	-	1,143,486	Not available
Home Loss		249,200	
Project Agent		15,437	
Internal Fee		22,870	
<b>Total</b>	<b>767,610</b>	<b>1,430,993</b>	

Comments: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

## 1. Scheme – Atkins Close Garages

### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2012
Community Serv. Scrutiny Com. - Exec Cllr Approval	March 2013
Development Agreement Signed	<i>June 2013</i>
Pre-application First Meeting	<i>June 2013</i>
Planning Application	<i>August 2013</i>
Planning Approval	<i>October 2013</i>
Development Agreement – Unconditional	<i>October 2013</i>
Start on Site	<i>Oct 2013</i>
Practical Completion	<i>June 2014</i>

Comments: The detailed scheme design is now being worked up by the architects. Final scheme costs are being prepared ready for validation.

### 3. Resident Engagement

First 3 Year Programme Letter	N/A
3 Year Programme Up-date Letter (if applicable)	N/A
Residents Meeting Prior to Exec Cllr Approval	January 2013
Pre-application Neighbourhood Meeting	January 2013

Comments (including progress with residents re-housing): This scheme is the redevelopment of a garage site.

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed flat	0	Not specified	6	6
2 bed flat	0	0	0	2
2 bed house	0	0	1	0
Total	0	0	7	8

Comments: The scheme was not specified as part of the HCA grant bid. Included in the bid was a general application for garage and small in-fill sites. There will be four market properties on the site as well as the eight flats as Affordable Housing.

## 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction	-	662,508	Not available
Home Loss	-	-	-
Project Agent	-	19,938	-
Internal Fee	-	24,615	-
Total	Not specified	707,061	-

Comments: The costing of the latest revised scheme is currently being worked on.

---

## 1. Scheme – Wadloes Road, Cambridge CB4 2ND

### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2011
Community Services Scrutiny Comm - Exec Cllr Approval	14/03/2013
Development Agreement Signed	<i>June 2013</i>
Pre-application First Meeting	<i>June 2013</i>
Planning Application	<i>Nov 2013</i>
Planning Approval	<i>Feb 2014</i>
Development Agreement – Unconditional	<i>Feb 2014</i>
Start on Site	<i>Feb 2014</i>
Practical Completion	<i>Oct 2014</i>

Comments: The final draft scheme design is now being worked up by the architects, pending a pre-application submission. Scheme costs will then be prepared ready for validation.

### 3. Resident Engagement



First 3 Year Programme Letter	N/A
3 Year Programme Up-date Letter (if applicable)	N/A
Residents Meeting Prior to Exec Cllr Approval	N/A
Pre-application Neighbourhood Meeting	To be confirmed

Comments (including progress with residents re-housing): A letter has been sent to all residential neighbours advising them of our intention to redevelop the site.

#### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed flat	0	1	2	2
2 bed flat	0	2	4	4
2 bed house	0	1	0	0
3 bed house	0	3	0	3
Total	0	7	6	6

Comments: The site is currently vacant, with the previous use being as a children's nursery (building now demolished). The new scheme will also deliver four market sale properties, alongside the six Affordable Housing.

#### 5. Costs

£	HCA Bid	Exec Cllr Approval	Current
Construction	-	730,657	730,657
Home Loss	-	0	0
Project Agent	-	17,358	17,358
Internal Fee	-	21,430	21,430
Total	187,284	769,445	769,445

Comments: The HCA bid included assumptions about the cost construction and of compensating leaseholders but no other cost.

---

#### 1. Scheme – 69-159a Lichfield Road

## 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	June 2012
Community Services Scrutiny Comm - Exec Cllr Approval	
Development Agreement Signed	
Pre-application First Meeting	
Planning Application	
Planning Approval	
Development Agreement – Unconditional	
Start on Site	
Practical Completion	

Comments: This scheme was not added to the 3 Year Programme until after the grant bid to the HCA was made and therefore the scheme is not being considered as part of the 146 Programme that is due to be completed by March 2015. Residents are aware that the earliest a report will be submitted for consideration is October 2013.

## 3. Resident Engagement

First 3 Year Programme Letter	28 June 2012
3 Year Programme Up-date Letter (if applicable)	
Residents Meeting Prior to Exec Cllr Approval	See comments
Pre-application Neighbourhood Meeting	

Comments (including progress with residents re-housing): Four residents meetings have taken place since June 2012. The meetings have helped inform the feasibility stage.

## 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed	40	N/A		12
2 bed	0			34
Total	40			46

Comments: Following the consultation meetings with residents the feasibility work has focused on the redevelopment of the flats to provide modern day standard accommodation for older people aged 55 and over. The feasibility work has shown that a phased redevelopment would be possible.

## 5. Costs

	HCA Bid	Exec Cllr Approval	Current
Construction			
Home Loss			
Project Agent			
Internal Fee			
Total			

Comment: A costing exercise is currently being undertaken that will inform the feasibility stage.

-----

### 1. Scheme – Anstey Way

#### 2. Stage

Stage	Date (estimate in italics)
3 Year Programme	<i>June 2012</i>
Community Services Scrutiny Comm - Exec Cllr Approval	
Development Agreement Signed	
Pre-application First Meeting	
Planning Application	
Planning Approval	
Development Agreement – Unconditional	
Start on Site	
Practical Completion	

Comments: This scheme is not being considered as part of the 146 Programme that is due to be completed by March 2015.

### 3. Resident Engagement

First 3 Year Programme Letter	June 2012
3 Year Programme Up-date Letter (if applicable)	June 2012
Residents Meeting Prior to Exec Cllr Approval	To be confirmed
Pre-application Neighbour Meeting	To be confirmed

Comments (including progress with residents re-housing):

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
Bedsits	3			
1 bed	20			
2 bed	0			
3 bed	5			

Comments: The scheme is still at the early stages of feasibility assessment.

### 5. Costs

	HCA Bid	Exec Cllr Approval	Current
Construction	N/A		
Home Loss			
Project Agent			
Internal Fee			
Total			

Comments: A costing exercise is currently being undertaken that will inform the feasibility stage. This will be assisted by information that has been generated from work on the Lichfield Road scheme.

-----

### 1. Scheme – Clay Farm

### 2. Stage

Stage	Date
3 Year Programme	June 2012
Community Services Scrutiny Comm - Exec Cllr Approval	
Development Agreement Signed	
Pre-application First Meeting	
Planning Application	
Planning Approval	
Development Agreement – Unconditional	
Start on Site	
Practical Completion	

Comments: This scheme is for up to 105 new Affordable Housing on the Council's land at Clay Farm. Exec Cllr approval in principle to include the housing as part of the Council's programme was given July 2012.

### 3. Resident Engagement

First 3 Year Programme Letter	
3 Year Programme Up-date Letter (if applicable)	
Residents Meeting Prior to Exec Cllr Approval	
Pre-application Neighbourhood Meeting	

Comments (including progress with residents re-housing): These is a 'greenfield' site and there are no existing residents.

### 4. Scheme History

Mix	Existing	HCA Bid	Exec Cllr Approval	Current
1 bed	N/A	N/A	N/A	9
2 bed				68
3 bed				22
4 bed				6
Total				105

Comments: This scheme is not being considered as part of the 146 Programme that is due to be completed by March 2015. The current mix is that required by the City Council in the tender exercise to select a partner to develop out the site.

## 5. Costs

	HCA Bid	Exec Cllr Approval	Current
Construction	N/A		11,097,116
Home Loss			N/A
Project Agent			To be confirmed
Internal Fee			To be confirmed
Total			

Comments: Four cost and funding scenarios were considered at the July 2012 Customer and Community Services Scrutiny Committee. Hill Partnerships has been selected as the Council's partner to develop the site and a further report will be submitted in due course once final costings are known.

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Note – Early feasibility work is also being undertaken on the following small sites in the 3 Year Rolling Programme.

Small Infill:

Kendal Way

Garage Sites:

Uphall Road

Fulbourn Road

Rear 55 Wulfstan Way

Cadwin Fields

Markham Close

Cameron Road

Wiles Close

## **Appendix 2 – Extract from a report to the January 2013 Community Services Scrutiny Committee**

### **Engaging tenants and leaseholders**

3.4. We have recognised from the start of the programme that it is important to keep tenants and other stakeholders informed about proposals for potential redevelopment of their homes. Two reports in 2008 to Community Services Scrutiny Committee ( in July and November) said that there would be “Detailed consultation on Council housing sites included for consideration with all stakeholders including ward members, tenant representatives and any tenants affected on a scheme by scheme basis, prior to final decision on a scheme”. This has been interpreted as written correspondence with residents, typically informing them that a site will be considered for redevelopment and that feasibility work will need to be carried out. If the scheme is assessed as feasible to come forward for development residents are written to again, and in most cases invited to a meeting on site or near to where they live.

3.5. Detailed consultation on the individual needs of residents has been carried out after the decision to develop is taken to establish their wants and needs and to provide intensive support to tenants, where needed, to explore their future housing options. This is an area where in the light of the experience of Water Lane and Aylesborough Close we could improve on our current procedures. There is no doubt that we carry out detailed assessments of each individual resident affected by the AHDP, and seek to provide alternative accommodation that takes into account any vulnerabilities they may have. I am proposing that we bring this part of the process forward and carry out the detailed individual assessments, and then present this in an EQIA for each scheme prior to the final decision. This is likely to need to be considered as a confidential appendix to preserve the anonymity and privacy of individual tenants. This will mean that we will need be clear with residents that a decision has not yet been taken at this initial stage of assessing their housing needs. There will always be a balance between giving sufficient time for consultation and not overly prolonging a period of uncertainty.

3.6. This period of consultation should also seek to capture more generally the views of affected residents. I am therefore also proposing that we allow a period of at least 4 – 6 weeks prior to the decision for the first collective meeting with residents of an affected scheme, prior to a report coming to scrutiny committee. This period of time should allow for residents or tenants to put forward their views on the proposals. These can then be noted and incorporated into a final report. These will need to be considered in the context of the overall objective of the AHDP which is a citywide policy to meet the housing needs within the city overall.