



# Housing Engagement Board

Quarterly Meeting

20 December 2021 – 13:00 to 15:00

Agenda Pack

# Housing Engagement Board Agenda

Date: **Monday, 20 December 2021**

Time: **13:00 – 15:00**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and apologies

The Chair will welcome all present and apologies will be noted.

2. Quorum

A quorum shall consist of 50% of members.

3. Minutes of previous meeting – 21 September 2021

The minutes of the meeting held on 21 September 2021 are included for approval.

## Housing Engagement Board

Minutes of the Quarterly Meeting held on Tuesday, 21 September 2021 from 13:00 to 16:00 via Zoom

<b>Attendees:</b>	<p>Cllr John Batchelor – Chair</p> <p>Dave Kelleway – Vice Chair</p> <p>Cllr Mark Howell</p> <p>Cllr Claire Daunton</p> <p>Peter Campbell (Head of Housing)</p> <p>John Taylor</p> <p>Les Rolfe</p> <p>Margaret Wilson</p> <p>Bronwen Taylor (Resident Engagement Officer) – Minute taker</p>
<b>Apologies:</b>	<p>Wendy Head</p> <p>Peter Tye</p> <p>Jennifer Perry (Resident Involvement Team Leader)</p>

Item	Subject	Action
1.	<p><b>Welcome and Apologies</b></p> <p>The Chair welcomed the members to the meeting at 13:01. He welcomed Dave Kelleway in his new role as Vice Chair.</p> <p>Apologies were received from Wendy Head, Peter Tye and Jennifer Perry.</p>	-
2.	<p><b>Quorum</b></p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p><b>Minutes of previous meeting – 23 June 2021</b></p> <p>The Chair referred to the minutes of the previous meeting and asked for approval.</p> <p>The board approved the minutes.</p>	-
4.	<p><b>Matters Arising</b></p>	-
4.1	<p><b>Code of Conduct (Item 5)</b></p> <p>The Chair confirmed that the requests for the changes and amendments to be made to the document were made and the updated document was emailed to the board on 8 July 2021.</p>	-
4.2	<p><b>Terms of Reference (Item 6)</b></p> <p>The Chair confirmed that the requests for the changes and amendments to be made to the document were made and the updated document was emailed to the board on 26 July 2021.</p> <p>Dave Kelleway referred to his email and said that points 4.7 and 4.8 still required clarification.</p> <p>Peter Campbell suggested the following wording – “Anyone co-opted to the board must be able to meet an identified need. They can be nominated by a member of the board and their appointment ratified by the board. If a vacancy is filled by a co-opted member this will only be until the next election.</p> <p>If a vacancy arises, the Tenant Participation team and board members will try to identify someone who is an active volunteer, or who has previously stood for the board. Priority will be given to residents from the same area, but if this is not possible a resident from another area may be co-opted to the board.”</p>	

Item	Subject	Action
	<p>Dave Kelleway said that the tenants should appoint tenant representatives.</p> <p>The Chair asked him to email draft wording to the board for comments and it would be dealt with at the next meeting. He added that Peter Campbell's wording would also be circulated to the board.</p> <p>Les Rolfe referred to the wording "from the same area" and said that at the beginning it was noted that there would be six representatives and if there was a shortage in one area, you may have to represent the area you do not live in.</p> <p>Dave Kelleway asked for the word "consecutive" to be added to point 4.9 before the word "meetings".</p> <p>Margaret Wilson said that there were a couple of typing errors in the document. Bronwen Taylor confirmed that the word "criterial" had been amended to "criteria" in item 9.3 and the word "and" had been deleted from point 10.2.</p>	<p>D Kelleway / B Taylor</p> <p>B Taylor</p>
4.3	<p><b>SCDC Business Plan (Item 7)</b></p> <p>The Chair confirmed the new build figures for 2020 / 2021 had been sent to the board and were as follows:</p> <p>Total completions = 271</p> <p>Number of new council houses = 65 (24%)</p> <p>Peter Campbell said that the total number of completions would increase when the private sector got back to normal.</p>	-

5.	<b>New Matters</b>	-
5.1	<p><b>Feedback from Planning Away Day held on 2 September 2021</b></p> <p>Bronwen Taylor said that the Planning Away Day was a huge success and that an email had been sent with the project allocations. She said she had received positive feedback from some of the attendees.</p> <p>Margaret Wilson said that she found the day useful and productive, and it was good to see everyone in person and to put faces to names. She thanked Jennifer Perry and Bronwen Taylor for organizing the day.</p> <p>Cllr Daunton said that she did not see any of the councilors names on projects and asked if it was just for tenants.</p> <p>Bronwen Taylor confirmed that only the tenants would be working on the projects and that they would keep everyone updated.</p> <p>Cllr Daunton said that she was looking forward to a detailed report of the progress of the projects at the next meeting.</p> <p>The Chair said that it was a good and informative day and he thanked Jennifer Perry and Bronwen Taylor for the huge amount of work they did.</p>	-
5.2	<p><b>Together with Tenants Overview</b></p> <p>Peter Campbell said that the Together with Tenants Charter was covered at the Away Day and gave a brief overview. He referred to the six commitments of the charter:</p> <ul style="list-style-type: none"> <li>• The relationship with tenants is respectful</li> <li>• Tenant communication is timely, clear and accessible</li> <li>• Tenants' views are sought and used</li> <li>• Housing providers are accountable to their tenants</li> <li>• The housing provided is of good quality</li> </ul>	-

	<ul style="list-style-type: none"> <li>• Tenants can raise issues, concerns and have redress when things go wrong</li> </ul> <p>He said that we need the buy in of this board and the council and asked for agreement from the board.</p> <p>Dave Kelleway said that they would need to know the finer details of the Together with Tenants Charter.</p> <p>Peter Campbell said that this is not a conflict but sets the tone and asked if they wanted to commit to it. He added that it is a standard that has been set out national.</p> <p>Dave Kelleway said they would. The rest of the board agreed to adopting the charter.</p>	
<p><b>5.3</b></p>	<p><b>Policy Process</b></p> <p>Peter Campbell referred to the document distributed the previous day and said that we felt that tenants should be involved in the development of housing properties. He went through the flow charts for each policy process.</p> <p>Margaret Wilson referred to the first paragraph and said that the HEB would be asked to review the policies but not provide input.</p> <p>Peter Campbell said that they would be consulted when their input was needed. He referred to the flow charts and confirmed that the HEB would be involved.</p> <p>The Chair asked that at some point each of the processes would come through this meeting.</p> <p>Peter Campbell said that it would and it was important to note that even on the minor reviews or amendments, there was notification to this board. He said that the input we get from tenants was a finite resource and so make the best use of that, we want to involve tenants in the policies where they have the greatest interest and where we would</p>	



	<p>benefit from their input. He said that it was establishing a more transparent process.</p> <p>Dave Kelleway said that he did not like the wording “Approved by Lead Member at HEB” and “Cabinet”, as it sounded as if there was no point in bringing it to the HEB as it would just be the Lead Member approving it. He added that surely it should be approved by HEB. He said that we should be discussing it and deciding if they want to approve the changes.</p> <p>The Chair asked Peter Campbell what was required of the board.</p> <p>Peter Campbell said he did understand that there cannot be a clear definition of what was a minor or major policy, and it would be about judgement at that time and learning from the process. He added that he would like general agreement of the process by the board and it could be reviewed in six months’ time if need be.</p> <p>Dave Kelleway said that the Lead Member would approve it at an HEB meeting and he was not happy that the HEB were not consulted.</p> <p>Bronwen Taylor said that the flow chart did include the HEB as part of the review.</p> <p>Peter Campbell agreed with her and said that it would first be presented to the HEB. He said he had never heard of any changes coming out of “Public Consultation” as they would get it right earlier on in the process.</p> <p>Dave Kelleway said that if any changes did come about after Public Consultation, then it should go back to the HEB to decide on it rather than one person.</p> <p>Peter Campbell agreed that if there were major changes, then there should be an arrow back to the HEB in the main structure of the flow chart, as it would need to follow the process again.</p> <p>Les Rolfe said that if the two boxes on the left-hand side of the flow chart on page 5, with the words “Minor Changes” and “Approved by Lead Member at HEB” were in orange, it would make more sense.</p>	<p>B Taylor</p>
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	<p>Peter Campbell said that if “Lead Member” were removed from the box under the “Minor Changes” box, and it read “Approved by the HEB”, then that would be fine. He added that at this stage there should only be drafting errors. He said that if there were “Major Changes”, then an arrow would go back to “HEB” in the main flow chart.</p> <p>It was agreed that box with the words “Public Consultation” would be removed.</p>	<p>B Taylor</p> <p>B Taylor</p>
<p><b>5.4</b></p>	<p><b>Sheltered Housing</b></p> <p>Margaret Wilson said that she had been asking for opinions from residents. She said that they are not happy with the attitudes of the contractors, saying an example is that they throw excess cement down sinks. She gave a list of concerns:</p> <ul style="list-style-type: none"> <li>• They were not advised of the introduction of charges for gatherings</li> <li>• All cookers were removed and replaced with warning or consulting residents</li> <li>• The décor of communal halls is bad and tenants wanted to decorate them, but were told that they could not</li> <li>• They should have access to all the accounts</li> <li>• The toilets are not in a good state and they are not only used by residents</li> <li>• The attitude of contractors is bad, example, when cutting grass.</li> </ul> <p>Peter Campbell said that the attitudes of the contractors was unacceptable and asked Margaret Wilson to email a detailed list of the issues to Bronwen Taylor, and he would deal with them.</p> <p>The Chair referred to the use of communal rooms and said that there should be open accounts for each room.</p> <p>Les Rolfe said that they are available for each room and they are sent to leaseholders at the end of the year.</p>	<p>M Wilson / P Campbell</p>

Margaret Wilson said that something needed to be done about the attitudes and that there should be more consultation on the contractors.

Peter Campbell said that these issues should not be raised at this meeting as they were difficult to resolve during the meeting.

Margaret Wilson said that she was trying to illustrate the attitudes of contactors and that was why she was raising them at this meeting. She added that consultation and communication should form part of the policy planning process.

The Chair said that if we had been alerted to these issues before the meeting, we would have been able to advise officers of the concerns and we would have been in a better position to debate them. The officers would have had the opportunity look into the background of the concerns and would have been able to provide a proper answer. If this had been done in advance, we would have been in a position to be more productive.

Margaret Wilson said that she had been asked to provide brief details of her concerns before the meeting, which she provided.

Dave Kelleway said that Margaret Wilson raised some good points and agreed that this was not the meeting to raise them, however, he added that there are wider issues. He said that he also had concerns around sheltered housing and gave an example of where social services assessment had not been taken into account and a lot of money was wasted on refurbishment of a property.

A discussion was held on the concerns of sheltered housing, decent homes and refurbishing of relets.

Cllr Daunton said that relooking at all these policies in detail would be helpful.

Peter Campbell said that SCDC had a new asset management strategy which is about to be finalised, and one of them is the standard of relets.

	He added that a lot of work has been put in place to involve tenants in various projects.	
<b>6.</b>	<b>Any Other Business</b>	-
<b>6.1</b>	<p><b>Previous minutes – 9.1 – Repairs Presentation</b></p> <p>Margaret Wilson referred to item 9.1 – Repairs Presentation of the previous minutes and referred to the new contract and asked if wording would be added to ensure that work would be to a high standard and that penalties would be enforced. Peter Campbell said that there would be.</p> <p>Margaret Wilson asked if Eddie Spicer, the new Property Services Manager, would be responsible for the repairs contract.</p> <p>Peter Campbell said that he would be and that there would be an escalation process in place, and if it was not resolved, then it would be escalated to himself. He said it was sensible to have a suite of indicators to monitor that there are no surprises in future, and if there were a crisis, it could be dealt with immediately.</p> <p>Dave Kellaway requested a copy of Richard Medley’s slides and said he did not see why this board could not have access to confidential information.</p> <p>Peter Campbell said he would send a copy of the slides to the board. He gave an update on the repairs contract.</p>	P Campbell
<b>7.</b>	<p><b>Date of next meeting</b></p> <p>20 December 2021 at 13.00 (Zoom / venue tbc)</p>	-
<b>8.</b>	<p><b>Closing</b></p> <p>There being no further business to discuss, the meeting ended at 14:14.</p>	-

## 4. Matters Arising

### 4.1 Terms of Reference (Item 4.2)

#### Points 4.7 and 4.8

#### Actions:

- 1.) Dave Kelleway said that tenants should appoint tenant representatives. The Chair requested him to draft a document with wording to be included in the Terms of Reference document.
- 2.) The Chair said that Peter Campbell's wording would be circulated to the board.

#### Report back:

- 1.) Dave Kelleway has drafted a document which is included in the pack.
- 2.) Peter Campbell's wording, below for ease of reference, was included in the draft minutes.

Anyone co-opted to the board must be able to meet an identified need. They can be nominated by a member of the board and their appointment ratified by the board. If a vacancy is filled by a co-opted member this will only be until the next election.

If a vacancy arises, the Tenant Participation team and board members will try to identify someone who is an active volunteer, or who has previously stood for the board. Priority will be given to residents from the same area, but if this is not possible a resident from another area may be co-opted to the board.

For discussion.

## South Cambridgeshire District Council (SCDC)

### Housing Engagement Board (HEB)

### Elected Tenant Representative (ETR) Co-option Policy

To ensure that a fair process is undertaken and that all ETR's are elected only by fellow tenants, the following procedures will take place:

#### When a vacancy arises

- 1) A vacancy that arises for an ETR during the term of office shall, providing there is at least six months remaining of that term at the date that the vacancy occurs, be filled by means of this Co-option policy.

If there is less than six months remaining of the term, then the vacancy will remain unfilled until the next election.

- 2) Following the vacancy arising, SCDC will inform all ETR's that the co-option process has been instigated.
- 3) As soon as practicable, SCDC will advertise the vacancy for a period of four weeks, as widely as possible, to include where possible the Council's website, social media, council magazines, press releases and any other available media.
- 4) Tenants / leaseholders from anywhere in the district shall be invited to apply, but it will be made clear that priority for co-option will be given to candidates who are resident in the same area as the vacancy and also priority will be given to leaseholder applicants if there are no leaseholders currently on the HEB and to tenants if there is already a leaseholder on the HEB.
- 5) Candidates will be invited to submit an application form and personal statement, in the same manner as for the normal tenant representative elections.

#### Receipt of applications

- 6) Following the receipt of applications, the following will apply:

If there are no qualified applications received by the published deadline, then the vacancy will be re-advertised for a further four weeks, providing that on the date of the published deadline there is still at least six months remaining of the vacant term of office.

If there are qualified application / s from the area covered by the vacant seat:

- a) If there is only one qualified application from the area covered by the vacant seat, then that applicant will be declared duly elected.
- b) If there is more than one qualified application from the area covered by the vacant seat, then there will be a vote at a special meeting of ETR's to determine the successful candidate, unless there is only one leaseholder applicant where there is currently no leaseholder member of the HEB, or only one tenant applicant where there is already a leaseholder on the HEB, in which case that candidate will be declared duly elected.

If there are only qualified application / s from areas **not** covered by the vacant seat:

- c) If there is only one qualified application from an area not covered by the vacant seat, then that applicant will be declared duly elected.
- d) If there is more than one qualified application from an area not covered by the vacant seat, then there will be a vote at a special meeting of ETR's to determine the successful candidate unless there is only one leaseholder applicant where there is currently no leaseholder member of the HEB, or only one tenant applicant where there is already a leaseholder member of the HEB, in which case that candidate will be declared duly elected.

### Special meeting of ETR's

- 7) If a special meeting of the ETR'S is required, this will be held as soon as practicable after the deadline for nominations, with officers endeavoring to find a date and time when the maximum number of ETR's can attend.
- 8) If there is currently no Leaseholder member of the HEB, then only leaseholder applications will be considered. If there is currently a leaseholder member of the HEB then only tenant applications will be considered.
- 9) Copies of all relevant applications and candidate statements will be circulated to all ETR's at least five working days before the special meeting.
- 10) Applicants shall not be required to attend the meeting, but shall be invited to do so with at least five working days' notice, to give a short presentation on why they feel that they should be co-opted on to the HEB.
- 11) SCDC shall provide a clerk for the meeting who shall produce minutes of the decisions taken.

- 12) The quorum for the meeting shall be three ETR's, the meeting shall be open to the public and applicants may attend the whole of the meeting. Only ETR's may vote.
- 13) The ETR's present at the meeting shall elect a chair for the meeting from among their number.
- 14) The chair shall invite each applicant in turn to make a presentation lasting no longer than three minutes, followed by an opportunity for the ETR's present to ask questions of the candidate.
- 15) When this process is concluded, the ETR's can discuss the applications, without interruption from candidates or others.
- 16) When discussion is concluded, voting by the ETR's will take place by secret ballot, administered by the clerk to the meeting.
- 17) The successful candidate must achieve a majority vote of those ETR's present and voting, so if there are more than two candidates for one vacancy and none of them at the first count has an overall majority, then the candidate with the fewest votes should be eliminated and the remainder put to the vote again. This process should be repeated as necessary until one candidate has an overall majority.
- 18) If, after exhausting the above process, the last two candidates are tied on the same number of votes, then the successful candidate will be chosen by lot, conducted by the clerk to the meeting.
- 19) After voting is concluded, the Chair will declare the successful candidate duly elected to the HEB.



### Points 4.9

Dave Kelleway requested the word “consecutive” to be added before the word “meetings”.

**Report back:** Bronwen Taylor has included the word as requested.

For noting.

### 4.2 Policy Process (Item 5.3)

**Action:** The following changes to the “Substantive New or Policy Review” flow chart in the document were requested and agreed:

- If there are major changes to the policy, then there should be an arrow from the “Major Changes” box back to the “HEB” box in the main structure.
- The words “Lead Member at” be removed from the box under the “Minor Changes” box.
- The box with the words “Public Consultation” is to be removed.

**Report back:** Bronwen Taylor amended the document as per the above changes and circulated it to the board on 9 November 2021.

For noting.

### 4.3 Sheltered Housing (Item 5.4)

**Action:** Margaret Wilson to send an email with a list of the issues raised to Bronwen Taylor.

**Report back:** The email was received and forwarded to Peter Campbell on 6 October 2021 who responded Margaret Wilson on 2 November 2021.

For noting.

#### 4.4 Previous minutes – 9.1 – Repairs Presentation (Item 6.1)

**Action:** Dave Kelleway requested Peter Campbell to circulate a copy of Richard Medley's document to the board.

**Report back:** The document was uploaded to the Google drive in the HEB General folder on 15 October 2021.

For noting.

## 5. New Matters

### 5.1 **Asset Management Strategy – 2021 – 2026**

Peter Campbell to provide an update on the Asset Management Strategy document which is included in the pack.

## Report to the Housing Engagement Board – 20 December 2021

Title of report:	<b>Asset Management Strategy 2021 – 2026</b>
Lead Cabinet Member:	<b>Councillor John Batchelor</b>
Report author:	<b>Peter Campbell / Julie Fletcher</b>
Head of Service:	<b>Peter Campbell</b>

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### Housing Revenue Account (HRA) Asset Management Strategy 2021 – 2026

#### Building Strong Foundations

#### Executive Summary

1. The purpose of this report is to consider the Asset Management Strategy 2021 – 2026 relating to the Housing Revenue Account (HRA).
2. The Strategy sets out the strategic medium and long-term approach to maintaining, improving and developing the Council’s housing assets which sit within the Housing Revenue Account. It details the key priorities for the physical care and improvement of the council homes we provide, along with their surrounding environment.
3. The Strategy explains how the Council can ensure that our housing offer continues to meet the needs of the local people of the District. It also sets out how the housing asset base can be used to assist in the delivery of some of the Council’s other strategic priorities.
4. As part of the development of the HRA Asset Management Strategy, a workshop consisting of tenant and leasehold representatives and Members was held on 30 November 2021. Feedback from the workshop has been incorporated into the HRA Asset Management Strategy, with changes highlighted in yellow for ease of reference and the word ‘void’ replaced as appropriate.
5. The Strategy will also be considered by the Scrutiny and Overview Committee on 16 December 2021, as well as the Climate and Environmental Advisory Committee before final approval by Cabinet in February.

## Recommendations

6. The Housing Engagement Board are asked to consider the draft Asset Management Strategy and make any further comments before final approval by Cabinet in February.

## Details

7. The HRA Asset Management Strategy is a comprehensive document that provides an overview of the current national and local drivers relating to the housing service, background information on the demographic profile of the District and details of the current housing stock. This sets the scene for nine key priorities that are the key drivers in maintaining and improving the housing stock. An overriding Action Plan has been developed, setting out the activities required to deliver the Strategy. The Action Plan will be a live document monitored regularly through the Housing Management Service Team meetings and through the Housing Engagement Board.
8. Listening to our tenants and leaseholders is a fundamental part of the Strategy. The Council recognises the benefits of tenants and leaseholders being involved in the management of their homes and welcomes the vital role they can play in helping to improve the housing and repairs service. Over the previous two years, a new Resident Involvement Framework has been implemented which allows tenants and leaseholders opportunities to become involved in the management of their homes. We will continue to strengthen this work and embed resident involvement into the core of the housing service, ensuring that as a minimum we meet the commitments made to tenants in the Charter for Social Housing Residents.
9. The Vision for the Strategy states that our homes should be so much more than just bricks and mortar. Places to feel safe and secure, where communities thrive and grow. This includes providing high quality, energy efficient homes, alongside a housing service that is customer focused, supportive, accountable and professional.
10. The nine key priorities identified within the Strategy include:
  - **Priority A:** To ensure that our housing stock provides homes that are safe and secure and that we meet or exceed all statutory safety standards.
  - **Priority B:** To have in place well designed repair and maintenance systems that ensure homes are well maintained and kept in a good state of repair.
  - **Priority C:** To have a long-term strategy and programme in place to improve the thermal efficiency of homes and reduce their carbon emissions with the aim of being carbon neutral by 2050.

- **Priority D:** To ensure that homes are brought up to and maintained at a locally determined Standard, remaining attractive and meeting modern requirements and tenant expectations.
  - **Priority E:** To replace obsolete or uneconomic properties with new homes that are better designed to meet future needs and create a better-balanced portfolio.
  - **Priority F:** To identify opportunities to acquire through purchase or direct build, additional homes to increase the number of council-owned properties available of the type and quality needed in locations where people want to live.
  - **Priority G:** To ensure our homes meet the requirements of people with specific needs.
  - **Priority H:** To use procurement processes to best effect and adopt a strong approach to contract management to optimise quality and value in the delivery of all repairs, maintenance and improvement works.
  - **Priority I:** To use the housing assets to help deliver the wider corporate priorities of the Council,
11. The Strategy also acknowledges the need to review other HRA assets and activities, such as garage sites and council-owned land, to ensure we are making best use of these and that they provide value for money.

## Implications

12. In the writing of this report, taking into account financial, legal, staffing, risk, equality and diversity, climate change, and any other key issues, the following implications have been considered:-

## Financial

13. The Asset Management Strategy provides an indicative estimate of the investment required to repair, maintain and improve the housing stock of around £443 million over the next 30 years. This estimate is based on existing stock data and early indicative costs for working towards net zero carbon by 2050. This estimated figure is subject to developing a better understanding of our stock through the stock condition survey which will help to progress our long term aims. The figure does not include costs associated with the Council's New-Build Programme.

## **Legal**

14. There are no significant legal implications for the implementation of the HRA Asset Management Strategy. However, it should be noted that there may be additional obligations placed on the Council relating to further legislation on health and safety following the 2021 publication of the Housing White Paper and the anticipated Building Safety Bill.

## **Staffing**

15. There are no significant staffing implications arising directly from the implementation of the HRA Asset Management Strategy. A new Service Manager – Housing Assets has recently been recruited who will oversee the key priorities for the improvement and maintenance of council homes, as well as providing robust contract management.

## **Risks / Opportunities**

16. Whilst there are no significant risk management implications for the approval of the HRA Asset Management Strategy, there will be individual risks and opportunities identified as part of the implementation of some of the actions. These will be managed as part of our risk management controls.

## **Equality and Diversity**

17. In developing the Asset Management Strategy, an equality impact assessment has been carried out which considers impacts on the nine protected characteristics, namely: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. The expectation is that measures set out within the Strategy will have a positive impact overall for those living in our council homes. All tenants and leaseholders, regardless of their protected characteristic will be treated fairly and in a transparent way. There is recognition that there may be some need to treat those with a protected characteristic differently, such as developing a different housing standard for those in sheltered housing or special considerations for those with disabilities when planning works. Priority G within the Strategy makes reference to ensuring our council homes meet the requirements of people with specific needs, which would encompass all nine protected characteristics, such as older people, those with disabilities and families with children including expectant mothers.

18. The equality impact assessment also acknowledges that as specific key actions are developed there may be potential for some to feel a negative impact rather than a positive one, and action may be required to mitigate and minimise such situations. As an example, the move towards net zero carbon is likely to require a cultural change and older people may require additional support to help them to adjust to new technologies. Where tenant / leaseholders may be affected by any actions set out in the Strategy, these will be considered on an individual basis, with appropriate action agreed to help mitigate any negative impacts.

## **Climate Change**

19. There are no climate change implications. It should be noted that the priority for thermal insulation and working towards Net Zero Carbon for our council stock will have a positive impact on climate change.

## **Health & Wellbeing**

20. The HRA Asset Management Strategy will provide positive outcomes for our tenants and leaseholders in terms of their health and wellbeing, ensuring homes are fit for purpose and meet the needs of existing and future residents.

## **Alignment with Council Priority Areas**

### **Growing local businesses and economies**

21. Encouraging local businesses to bid for contracts.
22. The potential to deliver affordable housing for local workers to reduce commuting time and help with recruitment and retention issues that are key to the local economy.

### **Housing that is truly affordable for everyone to live in**

23. Increase the number of council homes each year to support people on lower incomes, that are energy efficient and affordable.
24. Ensure rents meet the Greater Cambridge Affordable Rents policy as a minimum.

### **Being green to our core**

25. Improving the energy efficiency of existing council housing to reduce carbon impact and running costs.
26. Demonstrate that new build social housing can be constructed following the principles of Net Zero Carbon.



27. Seek opportunities to plant trees, establish wildflower strips and in other ways enhance nature on council-owned estates as part of the aim of doubling nature.
28. Through our tenant engagement target campaigns to promote the Council's priorities to be green to our core.

### **A modern and caring Council**

29. Preventing homelessness and providing support for vulnerable people.
30. Ensuring that our council homes are safe places for our tenants and their families.
31. Ensuring we have a robust framework, and sufficient communication channels for tenant engagement.

### **Background Papers**

Details of the Savills Report and the Net Zero Carbon Report referred to in the Strategy are held by the Service Manager – Housing Assets.

### **Appendices**

Appendix A: HRA Asset Management Strategy 2021 – 2026

### **Report Author:**

Peter Campbell – Head of Housing

## **5.2 Training – Basic Policy Training held on 14 December 2021**

The members attended a Basic Policy Training course on 14 December 2021.

## **5.3 Update on Projects – Tenant Satisfaction Survey (STAR)**

A document on the Tenant Satisfaction Survey Project (STAR) is included for noting.

## Update on the Tenant and Leaseholder Satisfaction Survey

We are in the process of commissioning a contractor to carry out the satisfaction survey.

The bids closed on 18 October 2021 and we had two expressions of interest.

Unfortunately, one of the contractors did not meet the brief specification and we will therefore be offering the contract to the remaining bidder. Final checks and references are currently being undertaken with the aim of entering into a contract in the week commencing 15 November 2021. The contract value is in the region of £16k.

Wendy Head and Patti Hall are the tenant representatives who will be working on this project. The first project meeting will be held in early December 2021 to go through the scoping of the project and to agree on the survey questions and design.

In the first instance the survey will be sent to all those that we have email addresses for or through a text message. All other contact will be by way of a postal survey. We are aiming for the survey work to be completed by the end of January 2022, with a presentation of the findings in February / March 2022.

6. Any other Business (AOB)

Any additional issues to be raised.

7. Date of next meeting

- 23 March 2022 at 13:00 (Zoom / venue tbc)

8. Closing