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**GREAT YARMOUTH COMMUNITY HOUSING BOARD**

**11<sup>th</sup> June 6.00 pm**

**PRESENT:**

Councillor Peck (in the Chair); Councillors Blyth, Cook, Linden, Hacon, Mr M Bowles, Mrs J Cosaitis and Mr R King, Tenant Board Members, Lindsay Seward Independent Board Member.

Mr D Gilbert (Director - Community Housing), Mr D Frowde (Technical Director – Community Housing), Mr S Baker (Housing Support Services Manager), Mr C Dove (Capital Projects Manager), Mr R Read (Tenancy Services Manager), Ms Hilary Rickwood (Community Housing Admin Assistant).

**1. APOLOGIES**

Apologies were received from Mr Bernie Poyser, Independent Member.

**2. MINUTES**

The minutes of the meeting of 28<sup>th</sup> April 2008 were confirmed.

**3. MATTERS ARISING**

The Director of Community Housing advised the Board that its resolution in respect of the review of sheltered housing in Norfolk had been reported to, and endorsed by the Corporate Management Board. An appropriate response will now be sent to Norfolk Supporting People.

**4. TENANT SAFISFACTION SURVEY 2008**

The Tenancy Services Manager reported on the new national indicators (NIs) that have replaced the Best Value Performance Indicators (BVPIs). NI 160 will measure the percentage of local authority tenants who say they are either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord.

A sample of tenants will be surveyed to gather their views on a range of issues and their level of satisfaction with the services delivered by the Community Housing Service.

The key indicator will be satisfaction with the overall service provided. The last survey carried out in 2006 resulted in a satisfaction figure of 81%, increasing from 79% in 2003. When adjusted for deprivation by the Audit Commission the 2006 figure increased to 95%. The survey will be conducted by an external market research company. The Analysis of the previous survey provided comprehensive information that proved to be a valuable tool in

identifying areas of under-performance and the issues that are important to tenants. The Tenancy Services Manager advised a project team would be formed to oversee delivery of the survey and formulate an action plan to address its findings. Any Board members who wished to be part of this project team were requested to contact Robert Read as soon as possible. Volunteers at the meeting were Lindsay Seward and Councillor Tony Blyth.

#### **5. BUDGET OUTTURN 2007/08**

The Finance Manager was unavailable to present the Budget Outturn for 2007/08 due to sickness and it was agreed that this item should be presented at the next meeting.

#### **6. CAPITAL PROGRAMME OUTTURN 2007/08**

The Technical Director gave an overview of the Major Work Cashflow report, which demonstrated an under spend of £153K, on a programme of £6.038M. This represented a delivery of 97.5% of the programme.

#### **7. BUDGET MONITORING REPORT 2008/09**

The Finance Manager was unavailable to present the Budget Monitoring report for April and May 2008/09 due to sickness and it was agreed that this item should be deferred.

#### **8. CAPITAL PROJECTS MANAGER REPORT**

The Capital Projects Manager updated the Board Members on progress against service objectives as laid out in the service plan and issues affecting service delivery.

Objective – To enter into partnering with the PCT for the delivery of adaptations. To work with the Occupational Therapy Service to further improve the delivery of adaptations for tenants with disabilities.

Still to be done.

Objective – To introduce document management system.

Meeting to be held with the Technical Director and Property Maintenance Manager to determine the way forward.

Objective – To develop and update the fee management system

A system has been introduced to manage fees for each project; this will be developed further.

Objective – To introduce and develop more partnership working in the delivery of the housing capital programme. Selection process has been carried out and a shortlist formulated; the next stage is to appoint contractors.

Objective – To introduce an electronic library of specification clauses

Agreement has been reached with Safe at Home to share the cost and four licences have been purchased and installed on the server. Training is to be arranged for all appropriate staff.

**9. RETENDERING OF RESPONSIVE REPAIRS CONTACT**

The Technical Director updated the board on the retendering of the responsive repairs contract and advised that the PAM group had expressed concern about the employment of consultants when this work could be carried out by existing staff and the cost saving be used for updating the housing stock. The Technical Director addressed this concern explaining that the Community Housing Department does not have sufficient manpower to carryout this project internally.

**10. ANY OTHER BUSINESS**

The Technical Director raised the issue of fuel poverty. Officers view this issue very seriously given rapidly increasing cost of heating oil and other fuels and the impact on some tenants, often the more vulnerable. A number of options to address this issue are being considered and a progress report will be presented to the board at a later date.

There being no further business the meeting closed at 19.00.