



## Housing Scrutiny Committee

**Wednesday 1 November 2017 at 6.30 pm**  
Board Rooms 3, 4 & 5 - Brent Civic Centre

### Membership:

#### Members

Councillors:

Long (Chair)  
Ms Shaw (Vice-Chair)  
S Choudhary  
Daly  
Harrison  
Hylton  
Kabir  
Naheerathan

#### Substitute Members

Councillors:

Conneely, Hector, Hoda-Benn, Jones, Nerva, Shahzad  
and Ketan Sheth

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Nikoleta.Nikolova@brent.gov.uk, tel: 0208 937 1587

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**The press and public are welcome to attend this meeting**

### **Notes for Members - Declarations of Interest:**

If a Member is aware they have a Disclosable Pecuniary Interest\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest\*\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also a Prejudicial Interest (i.e. it affects a financial position or relates to determining of any approval, consent, licence, permission, or registration) then (unless an exception at 14(2) of the Members Code applies), after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

### **\*Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

### **\*\*Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:
  - To which you are appointed by the council;
  - which exercises functions of a public nature;
  - which is directed is to charitable purposes;
  - whose principal purposes include the influence of public opinion or policy (including a political party or trade union).
- (b) The interests a of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the electoral ward affected by the decision, the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who employs or has appointed any of these or in whom they have a beneficial interest in a class of securities exceeding the nominal value of £25,000, or any firm in which they are a partner, or any company of which they are a director
- any body of a type described in (a) above

# Agenda

Introductions, if appropriate.

Item	Page
<b>1 Apologies for absence and clarification of alternate members</b>	
<b>2 Declarations of interests</b>	
Members are invited to declare at this stage of the meeting, the existence and nature of any relevant disclosable pecuniary, personal or prejudicial interests in the items on this agenda and to specify the item/s to which that interest relates.	
<b>3 Minutes of the previous meeting</b>	1 - 6
To approve the attached minutes from the previous meeting on 14 September 2017 as a correct record.	
<b>4 Matters arising (if any)</b>	
To consider any matters arising from the minutes of the previous meeting.	
<b>5 Deputations (if any)</b>	
To hear any deputations received from members of the public in accordance with Standing Order 67.	
<b>6 Petitions (if any)</b>	
To discuss any petitions from members of the public, in accordance with Standing Order 66.	
<b>7 Leaseholder Services</b>	7 - 26
<b>8 Brent's Housing Associations: Scrutiny Task Group Report (July 2016)</b>	27 - 30
<b>9 Housing Complaints</b>	
Report to follow	
<b>10 Housing Scrutiny Committee's Work Programme 2017-18</b>	31 - 46

## 11 Any other urgent business

Notice of items to be raised under this heading must be given in writing to the Head of Executive and Member Services or his representative before the meeting in accordance with Standing Order 60.

**Date of the next meeting: Tuesday 16 January 2018**



- Please remember to **SWITCH OFF** your mobile phone during the meeting.
- The meeting room is accessible by lift and seats will be provided for members of the public.



**DRAFT**  
**MINUTES OF THE HOUSING SCRUTINY COMMITTEE**  
**Thursday 14 September 2017 at 7.00 pm**

PRESENT: Councillor Long (Chair), Councillor Colwill (Vice-Chair) and Councillors S Choudhary, Daly, Harrison, Hylton, Kabir and Naheerathan

Also Present: Councillor Conneely

1. **Apologies for absence and clarification of alternate members**

There were no apologies for absence.

2. **Declarations of interests**

Cllr Harrison declared that she was a member of the BHP Board until end of September 2017

Cllr Long declared that she had a sister who lives in a BHP tower block.

3. **Deputations (if any)**

None.

4. **Minutes of the previous meeting**

The minutes of the previous meeting held on 27 July 2017 were approved as an accurate record.

5. **Matters arising (if any)**

The Committee heard updates on the following matters arising:

**Information on unit cost of March 2017 fire safety assessments**

Officers explained that the requested information was not currently available but a report would be prepared in due course and send to the relevant scrutiny officer for circulation to all members.

**Availability of funds from the original £10m received from the installation of mobile phone masts;**

Phil Porter (Strategic Director, Community Wellbeing) informed the committee that no specific information was available on breakdown of expenditure but that Council was aware of £144 000 annual income received from phone companies, majority of which goes to the Housing Revenue Account , with a reserve of £568 000 kept as contingency funds. Councillors requested a detailed response on the above matter, including the number of BHP buildings in Brent which have phone masts and a review of any future contracts with phone companies, to be circulated to all members of the committee.

## **Outcomes from housing association meeting on 16th August**

The committee heard an update regarding the meeting on 16<sup>th</sup> August, when a forum of housing associations and registered providers representatives met to discuss various fire risk issues. A decision was made for an ongoing sub-group to be set up. The sub-group, chaired by the BHP Fire Safety Lead, had its first meeting on 4<sup>th</sup> September and identified key areas as part of its work programme. Officers said that feedback from the sub-group work programme will be presented to the committee once the programme is completed.

In relation to fire safety, the Chair made reference to a BBC Newsnight report aired on 13 September 2017 on cyanide issues in a tower block in Brent and asked for a confirmation on which particular block it was on about and if any actions need to be taken. Officers explained that no specific information was available at this stage but the Council was in discussion with DCLG and landlords and soon as specific details were available they would be published on the Council's website.

### **Issue related to un-adopted land between Brent Council and RPs.**

Officers explained that Brent Council meets with registered providers on quarterly basis and the issue had been discussed but no project as such had yet been initiated.

### **Co-opted members**

Members heard that the deadline for recruitment of co-opted members had been extended to 29<sup>th</sup> November 2017 in order to allow for more applications to be submitted. In addition, plans were being put in place to raise the profile of the recruitment via liaison with Communications and Communication engagement groups and all members were encouraged to share the information.

## **6. BHP Performance data**

Hakeem Osinaike (Operational Director, Housing) presented a report focusing on BHP Performance, resident engagement and council properties stock. He explained that although fundamental issues still existed, the Council had identified the reasons for it and improvements were under way. Four particular areas of concern were highlighted – delays when calling the contact centre, repairs, rents and health and safety. The transition period, coupled with IT issues and management shortage, affected performance and led to an increase in complaints. Nevertheless, improvements had been made since then and with the service moving back in house they expect a significantly improved relationship. With regards to rent collection, Mr Osinaike explained that despite poor performance in Quarter 1, this area was now doing well with significant percentage of rent collected since August 2017. With regard to health and safety, he updated the members that a specialist consultancy had been engaged to undertake a review of all compliance process, during October, in terms of gas, electricity and fire safety as review staff roles and responsibilities. Finally, on the issue of resident engagement, members heard that despite all efforts, statistics show that only 3% of the residents engage with the Council, with a substantial silent majority of 97% remaining unengaged. In order to tackle this, the Council intended to explore further engagement options, including social media as well as type of residents targeted and meeting format. In addition, a paper was recently presented to the BHP Members and Resident Panel and the comments received would be taken into account in the preparation of the resident engagement strategy (officers to bring plan to HS for further discussion).

In the discussion which followed, members asked further questions on customer experience and the performance of the contact centre. They felt that the delays in customer enquiries and the responses received were unsatisfactory and instead more focus should be paid on face to face engagement with tenants and leaseholders.

In response, officers explained the fundamental issues off BHP service delivery still existed, which made it difficult to have direct contact with residents. However, issues had been identified and transformation programme in place. Members were reassured that the Council was determined to make the new structure more flexible and responsive and actions were being taken to improve this, including a new head of customer service due to start soon and service managers posts currently being advertised. In addition, the Council was looking to set up a dedicated customer insight team to provide insight on the different customer types as well as an improved housing management computer system to ensure that information held is correct and managed well. Once the above system had been put in place, members would be presented with an equality impact assessment, particularly on the levels of vulnerable residents living at BHP properties.

Further area of discussion brought up at the meeting was the variance in ground maintenance in different estates and ways to identify blocks in Brent who have unsatisfactory levels of service. Officers explained that the issues were known to Council and plans were in place to tackle them. Overall, estate inspectors were responsible to check quality of service but due to recent events, resources were redirected to fire safety. However, increased number of estate inspectors was possible there was scope for re-instating inspection but timescales for this could not be confirmed. Officers also said that the contract with Wettons was being extended for 12months during which a procurement process would start. Other alternative options included the digitalisation of information as a way of monitoring resident satisfaction through surveys.

Members also sought information on the issue with asbestos and in particular the programme on removal of asbestos from council properties and any data available. They expressed concerns that this had been an ongoing issues, with repeated investigations of asbestos on the same areas resulting in significant charges to the leaseholders as a consequence. Officers explained that an asbestos log exists but quality of data was unsatisfactory and properties were often being identified on ad hoc basis, particularly during repairs. Asbestos compliance practices were also being reviewed.

Finally, the committee touched upon the issues with voids and whether that had been reviewed and on what basis were properties prioritised and allocated. Hakeem Osinaike said that information on the above was not sufficient to allow for strategic decision to be made. He explained that the issue was treated as a priority with workshops on voids planned to discuss it. The move of BHP back in house would also ease communication with responsible officers, with the overall process due to be agreed and reviewed by December 2017.

**RESOLVED** that:

- i) final plan on resident engagement to be brought for further discussion to the Housing Scrutiny Committee upon completion
- ii) equality impact assessment to be done on vulnerable residents living at BHP properties
- iii) report on voids and what actions will be taken to tackle them

Following this item, it was **RESOLVED** that the order of business be amended as set up below.

**8. Implementation of actions previously recommended by Local Government Ombudsman**

Laurence Coaker (Head of Housing Needs) presented a report on the outcome of the recommendations made by the Local Government Ombudsman in August 2016 and the further recommendations by the Community Wellbeing Scrutiny Committee on 23 November 2016 on how London Borough of Brent should deal with cases of domestic violence and the implementation of the actions which resulted from this.

Further recommendations included a review of West London reciprocal arrangements (arrangements between West London areas on what happens to tenants who move from one borough to another and how not to lose their social tenancy) which were eventually taken over by the pan-London agreement to which all Local Authorities were now signed up to. In order to avoid having two separate agreements, a decision was made by directors that the west London agreement was put on hold and that the pan-London agreement was adopted on a trial basis. A project group was set up between BHP and housing needs officers to review those processes and new procedures had been drafted and sent out to officers. Training on domestic abuse was also being delivered by Shelter. In addition, the Council was leading on a mystery shopping exercise across six participating boroughs which would test how officers were dealing with cases on domestic abuse and would set a benchmark against which to measure improvements. Finally, Mr Coaker stated that an Outcome Based Review had been launched, which highlighted some housing issues and the findings of which would be discussed at a scoping event due to take place in October 2017 and make recommendations to enhance the service.

At a question by members on numbers of suitable accommodation available to victims of domestic abuse, Mr Coaker explained that availability was dependent on certain factors and each case would need to be looked on an individual basis, based on its tenure, location and protected status to determine which scheme to use. At a question on whether any Invest4Brent Properties could be used on a short term basis for victims of domestic violence. Officers explained that these were private properties but could be used if deemed suitable. Members further enquired on the issue of retaining social housing status and right to buy in cases where the victim has to relocate and stressed the importance of ensuring that victims were not punished by the process or end up as private tenants. Mr Coaker, reassured the committee that in general detainment of social housing status was on a like for like basis but that secure tenancy depended on the individual circumstances as well as the policies and procedures of the receiving borough. The issue had already been identified in the OBR and was yet to be tested via the pan-London agreement. In addition to this, officers explained the OBR was still in progress, with housing services staff actively involved in the OBR process. A visioning event would be held on 4<sup>th</sup> October 2017 when all data that had been collected would be shared with stakeholders to develop ideas and feed into the workshops and mystery shopping initiative. Committee members were invited to attend the event and contribute to the discussion.

The issues of monitoring of work done on vulnerable residents, such as children and elderly was also mentioned in the discussion and the efficiency of the processes put in place to respond to calls for domestic abuse were also scrutinised by the committee. In response, officers assured the committee that the Council had taken appropriate actions to deal with this, including commissioning an OBR and initiating a mystery shopping exercise. In addition, Hakeem Osinaike explained that a performance management structure and comprehensive procedures were also in place which enabled Council services to track progress and deal with any issues accordingly. Finally, the committee stressed the importance of staff training and performance, which the officers reassured was being looked at and that a dedicated team of officers would be set up to specialise in cases of domestic abuse.

**RESOLVED** that:

- i) OBR/pan-London domestic abuse progress report to be presented to Housing Scrutiny committee by March 2018
- ii) update on OBR progress under matters arising at next Housing Scrutiny meeting on 1<sup>st</sup> November
- iii) annual update on staff training on dealing with victims of domestic abuse

## 7. Rent and Management of Travellers site

Hakeem Osinaike presented to the Committee a report on rent and management of the Lynton Close travellers' site. He explained that Lynton Close was an Irish travellers community of settled families who rent pitches from Brent Council on which they live in permanent mobile homes. The report set out progress that had been made against four key areas - financial inclusion, overcrowding, fire safety and anti-social behaviour- and the next steps to be taken.

In the discussion which followed members had an opportunity to scrutinise some of the site's financial issues. With regards to rent collection and arrears, Mr Osinaike explained that in addition to Council rent, residents of Lynton Close were paying rent to a private mobile home provider. The implementation of a benefit cap had meant that some resident could not receive a full housing benefit and therefore were not in a position to pay the shortfall, thus resulting in an accumulation of arrears (total arrears figure was £238 000). He explained that although there were no plans to waive the arrears, the Council would not seek enforcement but would instead review rents of this site and will seek to propose to Cabinet a reduction of these charges to make the rents more affordable.

Furthermore, members asked questions on the contract with Oxfordshire County Council (OCC), which manages the site on behalf of Brent Council, what was included in it and how would planned future improvements be paid. Members heard that the cost of the OCC management constituted the greatest single cost and despite the competitive tendering exercise carried out on 2016 the procurement process did not generate any savings. Officers explained that no council tax money was being used in the scheme and in essence it was self-funded, with revenue gained from rents used to pay for the site management resulting in a net nil. Non-collection of rent, however, remained an area of high risk so the Council was now in meetings with OCC to discuss the issue with the high cost of the contract and work was in progress. On the question on how improvements would be paid, Hakeem Osinaike explained that this would be done through the Capital programme. As a point of clarification, he explained that although money was available to spend, they were not ring-fenced and sat within the realm of HR.

In terms of overcrowding, the committee heard that this was largely a result of the constant movement of people to and from the site which made it difficult to keep track of the number of residents living in each property and caused issues for both current residents and the Council. In efforts to improve the situation the Council was putting together a team whose aim would be to visit the site, understand better the individual needs of each family and find appropriate housing options for them. The overall aim was to engage with residents and hear their views before coming with proposals on how best to improve the situation and tackle ongoing anti-social behaviour issues.

Members asked for an update on progress made with finding a second site, to accommodate growing number of travellers and whether there were plans to prioritise travellers under the allocations policy. Officers responded that there were no plans for a second site but instead the Council may seek to find a larger, more suitable site. With regard to the allocations policy, there was work ongoing between families living at the site, OCC and BHP and housing needs service on finding out what the situation at the site was and the level of overcrowding it created, which in turn would give the Council a better understanding on the level of overcrowding as a whole, the need to look for a larger site and whether or not current allocations policy needs revision. Decision on this would need to be made by December 2017.

Finally, members discussed the issue of fire safety and health and safety on the site. In line with BHP's wider fire safety policy, Fire Risk Assessments (FRA) were carried out annually for high risk properties, including sites like Lynton close, with a copy of the most

recent assessment available in the agenda pack (Appendix C) .Officers explained that although the Council had statutory responsibility for the site, it was down to the occupants to look after their individual caravans. Issues such as accessing the site by emergency services were ongoing, with access to the site regularly blocked by abandoned vehicles. In addition, spacing between caravans was mentioned, with concerns expressed about not meeting the required distance of six metres between caravans.

Further fire safety related issues included the lack of adequate provision of sockets in the kitchen facilities and storage of cylinders on site which posed a fire risk. Hakeem Osinaike explained that conversions were inevitable albeit costly and that plans were being made to gradually replace all kitchens and toilet units. Furthermore, smoke alarms and heat detectors were installed in all mobile homes at Lynton Close, with the Council and BHP maintaining a close relationship with London Fire Brigade which makes regular site visits and informs residents of the fire safety issues created by overcrowding.

The discussion was joined by Cllr Conneely who made a contribution by explaining that Lynton Close was a very well established site with generations of travellers living there. She insisted that the Brent was not meeting the legal requirement for total number of pitches available, which presupposed the need to find a larger more suitable site where residents could relocate.

**RESOLVED** that:

- i) traffic enforcement report in June/July 2018 to be presented at a scrutiny meeting in the next municipal year;
- ii) work to continue on finding a larger travellers site and explore increasing number of pitches;
- iii) report on children and adolescents from Gail Tolley (Strategic Director, Children and Young People) to be shared with the committee
- iv) Housing Services team to share with committee members a breakdown of the contract with Oxfordshire County Council.

**9. Scope - task group on fire safety in social housing**

The Committee unanimously agreed to have a task group on fire safety in social housing with an invitation to join to be also extended to other Brent councillors.

**10. Scrutiny Committee's Work Programme 2017-18**

Noted

**11. Any other urgent business**

None.

The meeting closed at 9.20 pm

J LONG  
Chair

 <b>Brent</b>	<p style="text-align: center;"><b>Housing Scrutiny Committee</b> 1 November 2017</p> <p style="text-align: center;"><b>Report from the Strategic Director of Community Wellbeing</b></p>
Wards Affected: All	
<b>Council's section 20 consultation process</b>	

## **1.0 Summary**

- 1.1 This report will provide in detail the Section 20 Landlord and Tenant Act 1985 (s.20) consultation process before service charges can be collected, for both provision of services and major works, specific to major works. It also provides a list of the timescale involved for each component of the consultation. Together with details of the ways in which tenants and leaseholders are involved in the process of determining the specification of the works, recruiting contractors(s) and monitoring performance of the works. It also provides details on the payment plan options available to Leaseholders. Finally, it gives an example of a recent Leaseholder consultation on major works.

## **2.0 Recommendation**

- 2.1 That the Housing Scrutiny Committee notes the contents of this report.

## **3.0 Section 20 Process**

- 3.1 The procedure or steps a landlord must follow or comply with when consulting leaseholders about service charges and the cost of major works is set out under section 20 of the Landlord and Tenant Act 1985. The procedures, which may vary depending on circumstances, apply to all landlords in the residential sector seeking to recover service charges including major works. It specifies the administrative processes such as draft notices setting out the information that must be provided by landlord.
- 3.2 In essence the law requires tenants paying variable service charges to be consulted before the landlord carries out works above a certain value or enters into a long-term agreement for the provision of services or goods.

3.3 These regulations, which are formally known as Service Charges (Consultation Requirements) (England) Regulations 2003, separate the consultation procedures into four schedules, each covering different types of contractual arrangements:

- **Schedule 1** – this schedule applies when the Council is entering into a Qualifying Long Term Agreement (QLTA) for goods, services and maintenance (period more than 12 months) and no Public Notice (OJEU) is required because the cost of the contract is below the EU thresholds for works or services.
- **Schedule 2** – this schedule applies when the Council is entering into a Qualifying Long Term Agreement (QLTA) for goods, services and maintenance (period more than 12 months) and a Public Notice (OJEU) is required because the cost of the contract is above the EU threshold for works or services.
- **Schedule 3** – this schedule applies when works are required to be carried out under a qualifying long term agreement (QLTA) – e.g. major works to be carried out under the current Wates contract.
- **Schedule 4 – Part 1** – this schedule applies when works are required to be carried out which are not under a Qualifying Long Term Agreement (QLTA) (period less than 12 months) and a Public Notice (OJEU) is required.
- **Schedule 4 – Part 2** – this schedule applies when works are required to be carried out which are not under a qualifying long term agreement (less than 12 months) and a Public Notice (OJEU) is not required

#### 4.0 What do we consult residents about?

4.1 The Council is legally obligated to consult our leaseholders before we do any of the following.

- Carry out work which will cost any one leaseholder more than £250 per annum (known as “Qualifying Works”)
- Enter into a long-term agreement (more than 12 months) with outside contractors for work, supplies or services which will cost any one leaseholder more than £100 a year (known as a “Qualifying Long Term Agreement”)
- Carry out work under a long-term agreement where the work will cost any one leaseholder more than £250

## **5.0 What is the Section 20 consultation process?**

5.1 The Section 20 consultation process generally has three stages:

### **a) Notice of Intention**

A notice of intention notifying leaseholders that we intend to carry out work or provide a service that leaseholders will have to pay towards. We must serve this notice on any leaseholder who will be affected by the work or will receive the service. The notice will include information about what we plan to do and why. It will also give them a time and place where further description of the works may be inspected. The notice will give leaseholders the opportunity to comment on what is being planned and also to nominate a contractor. The consultation period will last 30 days from the date of the notice. Careful consideration is given to any comments and suggestions within the consultation period. Once the consultation period has finished we will invite contractors to provide estimates for the work.

### **b) Notice of Estimates**

After we receive estimates from contractors we must prepare two proposals. One of these must be from a contractor who is not connected with the council and we must also include the estimate from any contractor nominated by a Leaseholder.

A Notice of Estimates includes estimated costs from at least two contractors. The notice, as in the Notice of Intention, will give leaseholders a time and place where the details of the estimates can be inspected and will give them the opportunity to comment on the proposed work. Any comments received are considered within the 30 day consultation period. Comments received in response to the Notice of Intention will also be summarised in this notice together with our response to those comments.

### **c) Award of Contract Notice**

Leaseholders will only receive this notice if we award the contract to a contractor who did not offer the lowest price or if we did not award the contract to a contractor nominated by a leaseholder.

The Award of Contract Notice provides confirmation of our reasons for awarding the contract to that contractor and provides a summary of any comments received in response to the Notice of Estimates and our response to those comments.

## **5.2 In what circumstances do we have to serve public notice?**

5.2.1 If the total works contract is over £3,927,000 or the contract for the supply of goods or services if over £156,442 the proposed contract must be advertised by public notice in the Official Journal of European Union (OJEU).

## **5.3 What difference does serving a public notice make?**

5.3.1 If public notice is required the opinions and views of Leaseholders must still be invited however they do not have the right to nominate a contractor for these contracts. They can however suggest that a contractor looks on the website of the OJEU and to express their interest through the official process.

5.3.2 In the Notice of Estimates we only need to give them one estimate. We will tell them the name of the contractor and the estimated costs. They will not receive an Award of Contract Notice.

## **5.4 Consulting leaseholders about work we do under a long-term agreement**

5.4.1 We will carry out work or provide a service that is covered under a long-term agreement with a contractor, for example day-to-day repairs. We will have consulted leaseholders about the original agreement but we must consult them again if we are going to do work using a long-term agreement which will cost more than £250 per financial year for any one Leaseholder for the duration of the agreement.

5.4.2 Leaseholders will receive a Notice of Intention which will outline the planned works, advise them when and where they can inspect the plans, explain why the works are required, give the total estimated cost, invite them to make comments and give them the date the consultation period will end (30 days from the date of the notice). Any comments received will be considered and we will respond within 21 days.

## **5.5 What happens if we do not consult as we should?**

5.5.1 If we do not follow the regulations we are limited to how much we can charge them for the work or service. The limits are £250 per item of repair work in any one financial year and £100 in any one financial year for services that we provide under a long-term agreement.

5.5.2 An application can be made to the First-Tier Tribunal (Property Chamber) for an order to dispense with the Section 20 consultation process. The Tribunal can dispense with the consultation requirements in particular cases if satisfied that it is reasonable to do so. For example in a case where emergency repairs are needed.

5.6 Appendix 1 provides a detailed outline of which schedule should be applied under which circumstances and the information required to form part of the Section 20 Notice.

5.5 An example of recent Section 20 consultations undertaken by the Council/BHP is provided as appendix 3.

## 6.0 Resident Involvement

6.1 Leaseholders have the right to give us their views and comments on the plans during the consultation period. Each stage lasts for 30 days. The council are obligated to take note of any comments it receives and carefully consider the comments and suggestions about the work or the long-term agreement.

6.2 Where we are planning to do major work, we hold a meeting for residents before immediately before or after they receive the S20 notice. This will give them an opportunity to hear about the work we are planning and for them to comment on that work. In addition, residents are also given the opportunity to decide on the core component of the works including colour options and type of material where practically possible.

6.3 In some circumstances, leaseholders will have the right to suggest a person, firm or contractor who they would like to tender for the work or long-term agreement. This does not apply in those schedules where we have to give a public notice.

6.4 We occasionally invite residents to form part of the procurement panel for selecting major works contractors. This isn't a consistent approach though we will be reviewing ways of increasing resident involvement in our procurement process. This is form part of the emerging Customer Strategy.

## 7.0 Payment Plan option

7.1 Payment is due within 28 days of the invoice date. A five percent discount is provided to leaseholders who is able to settle their bill in full within this period. If the leaseholder are unable to pay in full within 28 days, they must complete and return the payment options form we enclose with their invoice, indicating their preferred payment option. These include:

- An interest free loan for bill up to £1,000, provided payment is made within 12 and 24 months
- Loan facility for bills in excess of £1, 000 is also available. The table below provides a breakdown for the amounts and payment period.

Loan amount	Payment period
Between £1,000 and £1,999	Maximum period of 3 years
Loans between £2,000 and £6,100	Between 3 to 5 years
Loans over £6,101	5 years to 10 years

7.2 To qualify for any of the above options leaseholders must:

- Complete and return the payment options form within 28 days of the invoice date
- Repay the whole amount if they sell the property

## **8.0 Financial Implications**

- 8.1 The current level of take up of early payment discounts on major works charge is 8.5% of leaseholders, on average this reduces income by £9k per annum. The potential impact of this offer on the Council's cash flow in the overall HRA business plan is not considered to be material. The reduction in cash flow could be mitigated by the anticipated reduced cost of managing late payment from debtors as there is an incentive to pay early.

Service charge income contributes towards achieving a balanced HRA budget through recovery of management and major works expenditures. Any reductions for income collection due to failures in consultation procedures will result in adding financial pressures to the HRA.

## **9.0 Legal Implications**

- 9.1 Section 20 of the Landlord and Tenant Act 1985 imposes a requirement on Landlords to consult with Leaseholders in respect of qualifying works (e.g. where leaseholder's contribution is in excess of £250 p.a.) or a qualifying long term agreements (ones entered into by the landlord for a period in excess of 12 months which result in a contribution of a leaseholder in a year is in excess of £100). Failure to comply with the consultation requirements will mean that only £250 per leaseholder per financial year can be recovered by the freehold owner in respect of qualifying works and only £100 per leaseholder per financial year can be recovered by the freehold owner in respect of qualifying long term agreements during the duration of those agreements. These various consultation requirements are set out in the Service Charges (Consultation Requirements) (England) Regulations 2003, which are summarised in the main body of this report.
- 9.2 In some circumstances, it will not be possible to meet all the necessary consultation requirements (e.g. very urgent works on the grounds of safety) and in those circumstances, the landlord can apply to the First Tier Tribunal (Property Chamber) to apply for dispensation from complying with the consultation requirements pursuant to section 20. The Tribunal has discretion to grant dispensation if it takes the view that it is reasonable to do so.

## **10.0 Equality Implications**

An Equality Impact Assessment carried out when S20 Notices are served. The Council does not hold up to date Equality information for leaseholders.

## **11.0 Background Papers**

- Breakdown of Section 20 Consultation Requirement (Appendix 1)
- Breakdown where recent S20 consultation undertaken by the Council (Appendix 2).

**Contact Officer**

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Income and Sustainment Manager

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## Appendix 1

### Leaseholder Consultation under section 20 of the Landlord and Tenant Act 1985 and the Service Charges (Consultation Requirements) (England) Regulations 2003.

Schedule Number	Type of Contract	Notices Required	Period to be allowed	What to include
Schedule 1  No Public Notice because cost of contract is below EU thresholds for works or services	Qualifying Long Term Agreement (QLTA) for services, goods, maintenance and the cost per leaseholder is £100.00 or more per annum  i.e. contract for <u>more than</u> 12 months	Notice of Intention	30 days from the date of the notice	<ol style="list-style-type: none"> <li>1. Description of relevant matters or where to inspect</li> <li>2. Reason of agreement/ works</li> <li>3. Invitation to nominate</li> <li>4. Invite observations</li> <li>5. Name and address for responses</li> <li>6. State 30 days allowed</li> <li>7. State final date for end of consultation</li> </ol>
		Procurement	6 months	<p>Gateway 1 Procurement Strategy Approved (based on OJEU Restricted Procedure)</p> <p>Leaseholder consultation – Notice if Intention</p> <p>Advertise in OJEU for 30 days</p> <p>Evaluate Standard Questionnaire Submissions and shortlist bidders</p> <p>Invite tenders.</p> <p>Set up evaluation panel- Select Residents and the Panel members</p> <p>Evaluate ITT Submissions</p> <p>Interview (optional)</p> <p>Identify preferred bid</p> <p>Carry out Financial Assessment on the preferred bidder</p> <p>Leasehold Consultation – Notice of proposal</p> <p>Gateway 2- Recommendation to award contract approved</p> <p>Standstill letters- Giving 10 days period</p> <p>Contract starts- When Standstill period expires – Award contract</p> <p>Contract finalisation- Signing &amp; Sealing of Contract</p>

## Appendix 1

		Notice of Proposal	30 days from the date of the notice	<ol style="list-style-type: none"> <li>1. At least two proposals (including any estimates from nominated contractors). One from unconnected contractor.</li> <li>2. Identify any connection between landlord and a contractor</li> <li>3. Statement on the appointment of a Managing Agent (if any)</li> <li>4. Duration of contract/ agreement</li> <li>5. Provision for price changes</li> <li>6. Summary of observations and responses to <b>NOI</b></li> <li>7. Invite observations</li> <li>8. State 30 days allowed for receipt of observations</li> <li>9. State final date for end of consultation period</li> </ol>
		Notice of Award (NOA)	Within 21 days of awarding contract	<ol style="list-style-type: none"> <li>1. Reason of entering agreement/ contract</li> <li>2. Summary of observations and responses</li> </ol> <p><b>This notice is not required if appointing the lowest tender or a nominated contractor.</b></p>
Schedule 2 With Public Notice in the OJEU because costs of contract is above EU thresholds for works or	Qualifying Long Term Agreement (QLTA) for services, goods, maintenance and the cost per leaseholders is £100.00 or	Notice of Intention (NOI)	30 days	<ol style="list-style-type: none"> <li>1. Description of relevant matters or where to inspect</li> <li>2. Reason of agreement/ works</li> <li>3. State why the landlord is not inviting nominations from leaseholders</li> <li>4. Invite observations</li> <li>5. Name and address for observations from leaseholders</li> <li>6. State 30 days allowed for receipt of observations</li> <li>7. State final date for end of consultation</li> </ol>
		Procurement	6 Months	As per the procurement process shown under schedule 1.

## Appendix 1

services	more per annum	Notice of Proposal	30 days	<ol style="list-style-type: none"> <li>1. Name and address of every party to the proposed QLTA</li> <li>2. Declare any connection to landlord</li> <li>3. Duration of the proposed QLTA</li> <li>4. Estimated leaseholder contribution by (i) block or (ii) flat or (iii) unit cost/ hourly rate/ daily rate e.g. schedule of rates</li> <li>5. A copy of proposal or state reasonable inspection arrangements</li> <li>6. Summary of observations and responses from NOI</li> <li>7. Invite observations</li> <li>8. State 30 days allowed for observations from leaseholders</li> <li>9. State final date for end of consultation</li> </ol>
		Response to observations	Within 21 days of receipt	<ol style="list-style-type: none"> <li>1. Written response to be given to each respondent within 21 days of receipt of observations</li> <li>2. Ensure responses are clear and accurate</li> </ol>
Schedule 3	Works under qualifying long term agreement where the cost for works is £250.00 or more	Notice of Intention (NOI)	30 days	<ol style="list-style-type: none"> <li>1. Description of relevant works or where to inspect</li> <li>2. Reason of works</li> <li>3. Statement regarding total expenditure on the works long term contract</li> <li>4. Invite observations</li> <li>5. Name and address for observations</li> <li>6. State 30 days allowed for observations from leaseholders</li> <li>7. State final date for end of consultation</li> </ol>
		Response to observations	Within 21 days of receipt	<ol style="list-style-type: none"> <li>1. Written response to be given to each respondent within 21 days of receipt of observations</li> <li>2. Ensure responses are clear and accurate</li> </ol>

## Appendix 1

<p>Schedule 4 Part 1</p> <p>Where the agreement is for less than 12 months and Public Notice (OJEU) is required</p>	<p>Works not under a long term agreement and the cost for works is £250.00 or more</p>	<p>Notice of Intention (NOI)</p>	<p>30 days</p>	<ol style="list-style-type: none"> <li>1. Description of relevant matters or where to inspect</li> <li>2. Reason of works</li> <li>3. State why the landlord is not inviting nominations from leaseholders</li> <li>4. Invite observations</li> <li>5. Name and address for responses</li> <li>6. State 30 days allowed for leaseholder observations</li> <li>7. State final date for end of consultation</li> </ol>
		<p>Procurement</p>	<p>6 Months</p>	<ol style="list-style-type: none"> <li>1. Same process as above.</li> </ol>
		<p>Notice of Proposal</p>	<p>30 days</p>	<ol style="list-style-type: none"> <li>2. Name and address of proposed contractor</li> <li>3. Declare any connection to landlord</li> <li>4. Estimated leaseholder's contribution by (i) block or (ii) flat or (iii) unit cost/ hourly rate/ daily rate e.g. schedule of rates</li> <li>5. A copy of proposal or state reasonable inspection arrangements</li> <li>6. Summary of observations and responses from NOI</li> <li>7. Invite observations</li> <li>8. State 30 days allowed for leaseholder observations</li> <li>9. State final date for end of consultation</li> </ol>
		<p>Response to observations</p>	<p>Within 21 days of receipt</p>	<ol style="list-style-type: none"> <li>1. Written response to be given to each respondent within 21 days of receipt of observations.</li> <li>2. Ensure responses are clear and accurate.</li> </ol>
<p>Schedule 4 Part 2</p> <p>Where the agreement is for less than 12 months and Public Notice is not</p>	<p>Works not under a long term agreement and the cost for works is £250.00 or more</p>	<p>Notice of Intention (NOI)</p>	<p>30 days</p>	<ol style="list-style-type: none"> <li>1. Description of relevant matters or where to inspect</li> <li>2. Reason for the works</li> <li>3. Invitation to nominate a contractor</li> <li>4. Invite observations on proposed works</li> <li>5. Name and address for observations</li> <li>6. State 30 days allowed for leaseholder observations and nominations</li> <li>7. State final date for end of consultation</li> </ol>

## Appendix 1

required	Procurement	6 months	1. Same process as above.
	Notice of Estimates (NOE)	30 days	<ol style="list-style-type: none"> <li>1. Set out the amount of at least two estimates (inc. any estimates from nominated contractors). One from unconnected contractor.</li> <li>2. Summarise observations from leaseholders</li> <li>3. Make all of the estimates available for inspection</li> <li>4. Identify any connection between landlord and a contractor</li> <li>5. Invite observations on the estimates</li> <li>6. State 30 days allowed for observations</li> <li>7. State final date for end of consultation</li> </ol>
	Notice of Award (NOA)	Within 21 days of awarding contract	<ol style="list-style-type: none"> <li>1. Reason of entering agreement/ contract</li> <li>2. Summary of observations and responses</li> </ol> <p><b>This notice is not required if appointing the lowest tender or a nominated contractor.</b></p>

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## Appendix 2

Scheme	Breakdown of works	Individual leaseholders contribution
Barham Court	Scaffolding Repairs to communal windows Repairs to individual windows Roof works Balcony and flooring Fabric repairs replace communal doors Asbestos survey and removal Total cost of works	£ 14,632.36
Bellamy House	Scaffolding Roof External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 12,483.88
Newland Court	Scaffolding Roof External decorations and internal communal works Asbestos survey and removal replace metal gate Replace communal doors Total cost of works	£ 10,247.46
Roskild Court	Scaffolding Roof External decorations and internal communal works Asbestos survey and removal Replace communal doors Total cost of works	£ 5,360.25

Seymour Court	Scaffolding Individual flat windows communal windows Roof repairs External decorations and internal communal works Asbestos survey and removal	
Shakespear Drive	Scaffolding Roof External decorations and internal communal works Asbestos survey and removal Structural engineer report Total cost of works	£ 9,395.35
Aneurin Bevan Court	Scaffolding Roof repairs External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 2,022.27
Ellerslie Gardens	Scaffolding External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 1,583.00
Farm Avenue	Scaffolding External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 1,275.62
Fortunegate Road	Scaffolding Roof External decorations and internal communal works Asbestos survey and removal communal doors Total cost of works	£ 9,894.86
Kenton Road	Scaffolding Roof	

	External decorations and internal commual works Asbestos survey and removal Total cost of works	£ 5,673.86
Leighton Gardens	Scaffolding Roof External decorations and internal commual works Asbestos survey and removal Individual windows communal front door replacement Total cost of works	£ 14,250.67
Lyon Park Avenue	Scaffolding Roof External decorations and internal commual works Asbestos survey and removal Individual windows Front and rear door replacement Liquid coating to external areas Total cost of works	£ 19,103.24
Manor Court	Scaffolding Roof repairs External decorations and internal commual works Asbestos survey and removal Individual windows Front and rear door replacement Liquid coating to external areas Total cost of works	£ 3,646.94
Nansen House	Scaffolding Window works Roof repairs External decorations and internal commual works Liquid coating to stari and walkway Asbestos survey and removal Total cost of works	£ 5,726.06

Nicoll Road	Scaffolding Roof repairs External decorations and internal communal works Liquid coating to stairs and walkway Asbestos survey and removal Total cost of works	
Park Mansions	Scaffolding Roof repairs External decorations and internal communal works Communal Windows Asbestos survey and removal Total cost of works	£ 7,279.04
Robin Grove	Scaffolding Roof repairs External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 4,111.08
Ryde House	Scaffolding Roof repairs External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 2,897.89
Scott House	Scaffolding Roof External decorations and internal communal works Liquid coating to stairs and walkway Asbestos survey and removal Total cost of works	£ 8,066.42
The Mall	Scaffolding External decorations and internal communal works Asbestos survey and removal Total cost of works	£ 2,114.15
Wyatt Court	Scaffolding	

	Roof repairs External decorations and internal commual works Asbestos survey and removal Concrete walkways and balcony repairs Total cost of works	£	1,409.74
Yates Court	Scaffolding Roof External decorations and internal commual works Asbestos survey and removal Total cost of works		5783.89

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 <p><b>Brent</b></p>	<p><b>Housing Scrutiny Committee</b> 1<sup>st</sup> November 2017</p> <p><b>Report from the Strategic Director of Community Wellbeing</b></p>
<p style="text-align: right;">Wards affected:</p>	
<p><b>Working With Housing Associations in Brent</b></p>	

## 1.0 Summary

This report updates Housing Scrutiny Committee on the progress made, following the Brent's Housing Associations scrutiny task group report of July 2016. The focus has been on engaging with and developing the role of Housing Associations in Brent with the objective of increasing the supply of affordable housing.

## 2.0 Recommendation(s)

That Scrutiny Committee members note the content of the report.

## 3.0 Renewed Focus on the Supply of Accommodation

3.1 The Council has, for some time, had ambitious targets for the delivery of new Affordable Housing in the Borough. Successive Housing Strategies have indicated a desire to see on average 1000 new affordable homes delivered per annum. However this target has not been achieved and more importantly not defined according to tenure, property size or location.

3.2 In order to more accurately define targets and more importantly put in place actions to achieve said targets a number of activities have taken place throughout 2017. One of the more important of these has been the redefinition of the relationship with the key Housing Associations operating in Brent.

3.3 Early in the year The Strategic Director, Community Wellbeing instigated a number of individual meetings with key decision makers in all of the Housing Associations operating in Brent. This led to a series of meetings with Chief Executives and Senior Directors in the following organisations;

- Metropolitan Housing
- Genesis Housing
- Peabody (formerly Affinity Sutton)

- Network
- Hyde
- Octavia Housing
- Catalyst

- 3.4 The purpose of the meetings was to seek feedback on the draft Housing Strategy but more importantly to identify how Brent might encourage these organisations to invest more vigorously in the Borough. Universally it was clear that these organisations valued the one to one interaction at a senior level and saw it as an opportunity to develop relationships. Furthermore it was clear that they needed support in navigating through the Council in an effort to deal with some of the more complex problems they faced when proposing new development.
- 3.5 The Strategic Director CWB made it clear that Brent is “open for business” and that the Housing Partnerships team existed to act as a first point of contact and provide a consultancy based response to issues that the organisations encounter.
- 3.6 These meetings have led to a commitment to meet on a regular basis. However the most positive aspect has been a desire from several of the leading players to work more closely on a number of projects including the regeneration of two estates and consultation on new development which will provide significant new supply of housing. Brent is now actively influencing the delivery of new housing supply and the tenure mix. The Housing Partnerships team have sight of a number of significant developments and is actively working to improve the solutions proposed to more accurately meet need in the Borough.
- 3.7 Additionally this contact has provided the opportunity to introduce the Council’s subsidiary I4B, with a view to entering into negotiations to increase even further the supply of rented accommodation.
- 3.8 A Housing Strategy and Investment Board has been set up which meets quarterly. All Housing Associations in the Borough are eligible to attend and the intention is to discuss all issues with the exception of new Development (which will continue to be discussed on a one to one basis). The Board will discuss all Housing Management and other issues including wider employment and wellbeing initiatives. The Board provided a forum for discussion on Fire Safety following the Grenfell fire tragedy which resulted in the formation of a subgroup to discuss best practice issues.
- 3.9 The Partnerships team is now actively working on a number of Joint Venture opportunities with Housing Associations, towards the delivery of affordable housing within the borough.
- 3.10 One of the key problems previously has been the failure to provide strategic direction and outline the expectations that Brent has for the delivery of affordable supply to its Housing Association partners. Put simply this has meant that all development has been entirely opportunity led and Brent has had no

influence over development which has led to a surfeit of Shared Ownership Property.

- 3.11 In order to more accurately target the type of accommodation Brent requires research has been commissioned with the Cambridge Centre for Housing & Planning Research(Cambridge University) to identify affordability levels of various tenure types in Brent. Separately the existing Housing Register has been interrogated to provide a more accurate assessment of the property types and rent levels needed to meet the known demand in bands A, B and C. This data will be used to create targets of tenure, rent levels and property size in the Borough.
- 3.12 Finally the Housing Partnerships team have become actively involved with colleagues in Planning in an effort to provide more information on the supply required when developers are seeking planning permission on new developments and the offer of affordable housing we expect them to make.
- 3.13 In order to build on the progress made in 2017 the Operational Director of Housing is developing a new structure for the Supply and Partnerships team, with a change in emphasis away from managing “partnerships” and moving towards actively developing new supply internally, via I4B , via Housing Associations and also influencing the affordable accommodation offers secured in s106 agreements.

**Contact Officers**

John Magness  
Head of Supply and Partnerships

Hakeem Osinaike  
Operational Director Housing

Phil Porter  
Strategic Director  
Community Well Being

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 <b>Brent</b>	<b>Housing Scrutiny Committee</b>  1 November 2017  <b>Report from the Director of Performance, Policy and Partnerships</b>
Wards Affected: ALL	
<b>Revision to the Housing Scrutiny Committee 2017-18 Work Programme</b>	

## **1.0 Summary**

- 1.1 This report sets out revisions to the 2017-18 Housing Scrutiny Committee's work programme agreed on 27 Jul 2017. Selected agenda items have been changed from the schedule of programme.
  
- 1.2 The start time of the 1 Nov 2017 housing scrutiny meeting has been changed due to the meeting falling on an 'event day' at Wembley Stadium.

## **2.0 Recommendations**

- 2.1 Members are asked to discuss and agree the report and the work programme set out in Appendix A.

## **3.0 Background**

- 3.1 Scrutiny is a member-led process which looks at the performance of Brent Council and other organisations in the borough to ensure that they deliver good quality services to local residents. The role is to challenge effectively and the committee endorses the principles of effective scrutiny which have been developed by the Centre for Public Scrutiny.
  
- 3.2 They are to provide a 'critical friend' challenge to Cabinet, be independent-minded, drive improvement in public services, and finally to provide a voice for concerns of the public and Brent's communities. The committee sets out to do this in a constructive way.

## **4.0 Remit**

- 4.1 The Housing Scrutiny Committee's remit is to scrutinise housing functions within the Community Wellbeing department, including the transfer of Brent Housing Partnership Ltd; housing supply; housing growth numbers; temporary accommodation; landlord licensing; the

private rented sector; housing policy; homelessness; registered providers; supported housing; floating support, and home adaptations. Its remit covers the portfolio areas of the Leader, Deputy Leader, and Cabinet Member for Housing & Welfare Reform.

4.2 Under Section 21 of the Local Government Act 2000 local authorities are required to appoint at least one committee to provide overview and scrutiny. The committee is also responsible for scrutinising the partnership work of the Safer Brent Partnership and receives their annual reports each year.

4.3 The committee has its own chair and vice-chair and is made up of six other elected members. In accordance with the council's Standing Orders, there may be two co-opted members for Housing.

## 5.0 2017-18 work programme

5.1 In light of the need to provide an extended period to collect data from Registered Providers in Brent, agenda Item 1 for 1 Nov 2017 has been changed with an item brought forward from the 22 Feb 2018 meeting.

5.2 Appendix A includes revised work programme with one item exchanged between the 22 Feb 2018 to 1 Nov 2017 one new item added to the 22 Feb, 21 March 2018 housing scrutiny meetings. The table below highlights the changes within the work programme.

<b>Agenda item</b>	<b>Agreed work programme for 1 Nov meeting on 14 Sep 2017</b>	<b>Revised work programme for 1 Nov meeting</b>
1.	Brent based Registered Providers (RP) delivery of social housing	Leaseholder services
<b>Agenda item</b>	<b>Agreed work programme for 22 Feb 2018 meeting on 14 Sep 2017</b>	<b>Revised work programme for 22 Feb 2018 meeting</b>
1.	Leaseholder services	1. Property adaptation & support measures for Persons with disability by Brent housing department
<b>Agenda item</b>		<b>New item for 21 Mar 2018 meeting</b>
4.		1. Outcome Based Review – domestic abuse

## 6.0 Financial Implications

6.1 There are no immediate financial implications arising from this report.

## 7.0 Legal Implications

7.1 There are no immediate legal implications arising from this report.

## 8.0 Diversity Implications

8.1 There are no diversity implications immediately arising from this report.

**Contact Officers**

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*PETER GADSDON*

Strategic Director of Performance Policy & Partnership

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## Housing Scrutiny Committee Work Programme 2017-18

Thursday 27 July 2017

Agenda Rank	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Fire safety measures for tower blocks across Brent	1.To assess the risk of any event similar to that of Grenfell Tower occurring particularly in social housing in Brent, and provide assurance if appropriate 2.Improved awareness of the mitigation measures in place for civil emergencies; 3. Responding to wider public interest.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	Phil Porter, Strategic Director Community Wellbeing  Peter Gadsdon, Director of Performance, Policy & Partnerships
2.	Timeline of integration of Brent Housing Partnership (BHP) & Transformation programme	1.Taking stock of the current state the transformation plan; 2. Understand the impact on shared services for residents.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	Phil Porter, Strategic Director Community Wellbeing
3.	Initial arrangements for co-opted members	Agree method and criteria for recruiting one BHP tenant and one BHP resident as co-optees.	Cllr Janice Long	N/A

4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	N/A
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Thursday 14 September 2017

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	BHP performance data, resident engagement strategy and map of all BHP properties in each ward	<ol style="list-style-type: none"> <li>1. Use of performance indicators to understand delivery of housing services;</li> <li>2. Use the current data as a baseline for future points of comparison after BHP's transition.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance.</li> </ol>
2.	Rent and management of Travellers site	<ol style="list-style-type: none"> <li>1. Scrutinise rent levels and rent collection;</li> <li>2. Management and delivery of services for residents.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance;</li> <li>4. Oxfordshire County Council.</li> </ol>
3.	Implementation of actions previously recommended by Local Government Ombudsman	<ol style="list-style-type: none"> <li>1. Evidence of action taken based on the recommendations from the Local Government Ombudsman.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance.</li> </ol>
4.	Scope – task group on Fire Safety of low-rise domestic properties (up to nine storeys)	<ol style="list-style-type: none"> <li>1. Agree scope (to have regard to work already done and previous reports to committee and full Council).</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance;</li> <li>4. Sanjan Haque, Senior Policy</li> </ol>

				Officer
5.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer

Wednesday, 1 November 2017

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Leaseholder services	Section 20 consultation process: 1. notice of intention; 2. notification of estimates; notification of award of contract;	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance.
2.	Brent's Housing Associations: scrutiny task group report (July 2016)	1. Evaluate progress on recommendations from original report to CWB Scrutiny Committee in July 2016.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. John Magness, Head of Housing Partnerships
3.	Housing complaints	1. Scrutinise housing complaints from annual complaints report and determine key messages; 2. Scrutinise handling of vexatious complaints; 3. Review new complaints handling mechanism after BHP dissolved	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
4.	Scrutiny Committee's Work Programme 2017- 18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer

Tuesday, 16 January 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Housing Revenue Account (HRA) rent setting	1. Pre-scrutiny of decision;	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
2.	Fire Safety task group report	1. Review final report before submitting to Cabinet	Task Group chair (TBD); Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance
3.	Brent based Registered Providers (RP) delivery of social housing	1. Use of existing assets 2. Future strategy for Brent 3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB) 4. Commitment and action between RP and their section 106 commitments	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	1. Phil Porter, Strategic Director Community Wellbeing; 2. Hakeem Osinaike, Operational Director Housing; 3. Minesh Patel, Head of Finance; 4. One registered provider (TBC).

4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer
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Thursday, 22 Feb 2018

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Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	Property adaptation & support measures for Persons with disability by Brent housing department	<ol style="list-style-type: none"> <li>1. Details of property adaptation &amp; support measures undertaken by Brent's housing department in FY 14, 15, 16;</li> <li>2. Breakdown of the measures undertaken for different forms of disabilities across property types;</li> <li>3. Further information on the new service in relation to adaptation requirement for hospital discharges;</li> <li>4. Breakdown of central government grant funding arrangements for adaptation and support measures and expenditure budget for FY 14, 15,16.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance</li> <li>4. Spencer Randolph, Head of Private Housing Services</li> </ol>
2.	BHP Development plans	<ol style="list-style-type: none"> <li>1. Size of portfolio; Value of portfolio;</li> <li>2. Management and usage plans beyond integration of BHP within LB Brent Housing;</li> <li>3. Financial forecast.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance</li> </ol>
3.	Brent based Registered Providers (RP) delivery of social housing	<ol style="list-style-type: none"> <li>1. Use of existing assets</li> <li>2. Future strategy for Brent</li> <li>3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB)</li> <li>4. Commitment and action between RP and their section 106 commitments</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of</li> </ol>

				Finance; 4. One registered provider (TBC).
4.	Scrutiny Committee's Work Programme 2017-18	The report updates Members on the Committee's Work Programme for 2017-18	Cllr Janice Long	1. Sanjan Haque, Senior Policy Officer

Wednesday, 21 Mar 2018

Agenda	Item	Objectives for Scrutiny	Cabinet Member/Member	Attendees
1.	'Find your home' programme	<ol style="list-style-type: none"> <li>1. Performance of the scheme in Brent;</li> <li>2. Understand whether programme is fit for purpose based on social needs;</li> <li>3. Understand the relationship with welfare reform;</li> <li>4. Impact on homelessness with special focus on Children &amp; Young People.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance.</li> </ol>
2.	Homelessness Reduction Act	<ol style="list-style-type: none"> <li>1. Role of the Trailblazer programme in delivering reduction in homelessness;</li> <li>2. Council's preparation for the delivery of the new legislation.</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance.</li> </ol>
3.	Brent based Registered Providers (RP) delivery of social housing	<ol style="list-style-type: none"> <li>1. Use of existing assets</li> <li>2. Future strategy for Brent</li> <li>3. Welfare issues addressed by RP (methods, means, and areas of collaboration with LBB)</li> <li>4. Commitment and action between RP and their section 106 commitments</li> </ol>	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance;</li> <li>4. One registered provider (TBC).</li> </ol>

4.	Outcome Based Review – domestic abuse	1. OBR/pan-London domestic abuse progress report.	Cllr Harbi Farah, Lead Member for Housing and Welfare Reform	<ol style="list-style-type: none"> <li>1. Phil Porter, Strategic Director Community Wellbeing;</li> <li>2. Hakeem Osinaike, Operational Director Housing;</li> <li>3. Minesh Patel, Head of Finance;</li> </ol>
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