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Michael Laing Chief Executive

4th December 2007

Dear Councillor,

I hereby give you Notice that a Meeting of the **HOUSING SERVICES COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **WEDNESDAY 12th DECEMBER 2007 at 6.00 P.M.**

AGENDA

Page No.

1. Apologies for absence.
2. Declarations of Interest

Members are invited to declare any personal and/or prejudicial interests in matters appearing on the agenda and the nature of their interest.

Members should use either of the following declarations:

Personal Interest – to be used where a Member will be remaining and participating in the debate and any vote:

I have a personal interest in agenda item (...) regarding the report on (...) because I am (...)

Personal and Prejudicial Interest – to be used where a Member will be withdrawing from the room for that item:

I have a personal and prejudicial interest in agenda item (...) regarding the report on (...) because I am (...)

Officers are also invited to declare any interest in any matters appearing on the agenda.

NOTE: Members are requested to complete the enclosed declarations form and, after declaring interests verbally, to hand the form in to the Committee Administrator.

3. To consider the Minutes of the last Meeting of the Committee held on 24th October 2007 as a true record.

Copies
attached

4. To consider the establishment of a Housing Services Sub Committee. 1 – 4
5. To consider the future of the Choice Based Lettings Scheme. 5 – 10
6. To consider the full implementation of the Landlord Accreditation scheme across the District. 11 – 25
7. To consider proposals to deal with long term voids. 26 – 27
8. To consider environmental improvements. 28 – 30
9. To consider the six month performance review of Dale and Valley Homes from April – September 2007. 31 – 40
10. To consider such other items of business which, by reason of special circumstances so specified, the Chairman of the meeting is of the opinion should be considered as a matter of urgency.

Yours faithfully



Chief Executive

Members of this Committee: Councillors Bailey, Mrs Bolam, Mrs Burn, Mrs Carrick, Mrs Douthwaite, Ferguson, Gale, Mrs Hardaker, Henry, Kay, Murphy*, Mrs Seabury*, J Shuttleworth, Sinclair, Stonehouse, Ward and Yorke.

*Ex-officio, non-voting capacity

Chair: Councillor Gale

Deputy Chair: Councillor Sinclair

TO: All other Members of the Council for information
Management Team

DECLARATIONS OF INTEREST FORM

NAME AND DATE OF COMMITTEE	AGENDA ITEM NUMBER	NATURE OF INTEREST AND REASONS	PRINT NAME	SIGNATURE



HOUSING SERVICES COMMITTEE

12 DECEMBER 2007

Report of the Strategic Director for the Community
ESTABLISHMENT OF HOUSING SERVICES SUB COMMITTEE

purpose of the report

To agree terms of reference and powers for the proposed Decent Homes Sub Committee.

background

- 1 At the Special Housing Services Committee of 13 September 2007 it was agreed by Committee to establish a Housing Services Sub Committee to monitor the progress of Dale & Valley Homes Decent Homes programme.
- 2 Committee will be aware of the strategic risk involved in the delivery of a programme of works to Council owned dwellings that could involve investment of up to £40 million up to 2012. The achievement of decent homes is a key government target and this is reflected as a major priority with the Council plan.
- 3 Committee have previously expressed concern as to both the quality and transparency of reports submitted by Dale & Valley Homes and requested the establishment of a Sub Committee to monitor the progress of the Decent Homes programme.

proposals

- 4 Attached in Annex A are the proposed terms and conditions of the Sub Committee. These have been compiled with the assistance of the Assistant Director - Admin and Legal and agreed by the Chair of Housing Services.
- 5 As part of the partnership arrangement with the decent homes contractor Dale & Valley Homes are proposing to establish a 'Partnership Board'. It is also recommended that the Chair of this Sub Committee attends the 'Partnership Board' meetings on behalf of the Council.

timescales

- 6 It is proposed that the Sub Committee meet every six weeks, to correspond with both the 'Partnership Board' meetings and also the Housing Services Committee cycle.

human resources implications

- 7 The Sub Committee will involve additional member involvement together with additional officer support and reporting requirements. This can be contained within existing duties and responsibilities.

financial implications

- 8 The Sub Committee will ensure investment to the housing stock achieves maximum value for money. This will only be achieved by addressing issues the Housing Services Committee may have over Dale & Valley Homes proposals.

legal implications

- 9 The Council's Constitution and Committee rules and regulations will apply to the operation and meetings of the Sub Committee. Decisions made by the Sub Committee will be made on behalf of the Housing Services Committee.

RECOMMENDED

- 1 Committee approves the terms of reference and delegates decent homes monitoring responsibility to the Housing Services Sub Committee.
- 2 Committee provides nominations for membership of such Sub Committee.

Officer responsible for the report
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Strategic Director for the Community
Ext 281

Author of the report
David Milburn
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Ext 379

**HOUSING SERVICES SUB-COMMITTEE
DECENT HOMES SUB-COMMITTEE**

purpose and scope

The sub-committee will monitor the development and implementation of Dale & Valley Homes decent homes programme and approve or comment on the same on behalf of the Housing Services Committee.

The role of the sub-committee will be to:-

- Ensure investment is made to Council owned dwellings towards improving the decent homes standard.
- Ensure the decent homes target is achieved within existing budgets
- Receive regular report on key performance indicators
- Receive reports from Dale & Valley Homes and, where required, further question Dale & Valley officers on details within the reports
- Act as representatives of Housing Committee when attending meetings with Dale & Valley Homes
- Agree any decent homes 'plus' standards with Dale & Valley Homes
- Ensure customer involvement is maximised in the design and delivery of the decent homes programme, including satisfaction, choice and engagement.

membership

The sub-committee shall consist of the following members:-

- Chair of Housing Services Committee (to chair the sub-committee)
- Three (3) elected members of the Council from Housing Services Committee (one nominated from each of the elected political groups).
- Director of Development – Dale & Valley Homes
- Customer Panel representative

The sub-committee shall operate in accordance with the Council's Code of Conduct and Constitution.

Officers will be called to provide support when required.

meetings

Meetings shall be held on a six weekly period and progress reported to Housing Services Committee. This shall be revised with the agreement of the Housing Services Committee.

The rules governing Council meetings will apply to all sub-committee meetings. Schedule 12A of the Local Government Act 1972 provides that all Council meetings are to be held in public unless:-

- One of the seven specified exemptions applies and
- The public interest in maintaining the exemption outweighs the public interest in disclosing the information

timescales

the sub-committee will cease to exist with the agreement of Housing Services Committee on receipt of a report from the sub-committee outlining the reasons and outcomes achieved by the sub-committee.



HOUSING SERVICES COMMITTEE

12 DECEMBER 2007

Report of the Strategic Director for the Community
CHOICE BASED LETTINGS SCHEME

purpose of the report

To seek the approval of the Housing Service Committee on the preferred way forward for the Choice Based Lettings Scheme.

background

- 1 In 2005 the Government introduced its five year plan for housing entitled 'Sustainable Communities: Homes for All. This plan outlined a range of measures and initiatives which would improve the provision and quality of choice for customers.
- 2 An aspect of the plan was the concept of Choice Based Lettings becoming a more coherent part of allocating social housing. The plan outlined that by 2010, every Local Authority should operate a Choice Based Lettings Scheme. A Choice Based Letting Scheme is one in which a customer places their interest for a specific house when it becomes vacant, thus allowing greater choice for customers.
- 3 The supplementary code of guidance 'Allocation of Accommodation: Choice Based Lettings' (January 2007) reinforces the Government's commitment to taking forward CBL, which it defines as 'allocation policies and procedures which incorporate an advertising scheme'. It clarifies that giving applicants the opportunity to express their preference on areas or the type of accommodation, is not the same as offering applicants a choice of accommodation
- 4 The Audit Commission reflects the CBL agenda as within its Key Lines Of Enquiry (KLOE) in relation to 'Allocations and Lettings', for an organisation to be considered an 'excellent service' Dale and Valley must have a clear policy in place aimed at maximizing choice for applicants in accordance with the allocation policy such as a choice based letting scheme.
- 5 It is important to note that although Dale and Valley are responsible for delivering the Housing Allocations Policy, it is still the Councils responsibility to develop the policy. This will be done in partnership with Dale and Valley Homes, Key Stakeholders and Customers.

choice based lettings

- 6 It is essential that effective partnership working is adopted to deliver a comprehensive and joined up service across the County, this prompted the formation of the CBL Key Options Core Group, which has been working in developing a Choice Based Letting Scheme since 2005. The Core Group are to appoint a Sub Regional CBL Coordinator to ensure the scheme is coherent and is driven forward. There are a number of partners on the scheme which include Easington District Council, East Durham Homes, Wear Valley District Council, Dale and Valley Homes, Durham City Council, Sedgefield Borough Council, Chester-le-Street District Council, Teesdale District Council, Teesdale Housing Association, Derwentside District Council, Derwentside Homes and the Northern Housing Consortium (NHC).
- 7 The scheme has progressed well over the past two years and we are now at the position where we need to decide on the future path the Choice Based Letting Scheme will take to benefit our customers within Wear Valley.
- 8 There are 3 Main Options in which the Council, in partnership with Dale and Valley Homes, can take forward, these are:
- 9 *Option One – Continue to be an integral part of the Sub Regional CBL Scheme*
 - The first option is to continue to be part of the current working group and to take forward the scheme at a pace that will allow the implementation of the CBL scheme within Wear Valley by 2009. This will ensure that we meet the Governments 2010 target and further ensure that choice for our customers is better achieved. The development of a Sub Regional Scheme will ensure that there is a coherent approach to housing allocations throughout the area. Whilst there may still be slight variations on the actual allocation policy from district to district, the main thrust of the scheme will be coherent.
 - The scheme offers savings through economies of scale and ensures that the negotiations on the I.T system will realise further savings that would not be achieved if we went 'stand alone' or selected another option. Additionally the funding obtained for the provision of a Sub Regional CBL Coordinator will be responsible for developing the sub regional model.
 - On a negative side it is important to outline that although the scheme is at a sub regional level, Chester-le-Street Council and more worryingly Teesdale District Council, our neighbour with similar housing markets and housing market trends, have opted not to progress as part of the Sub Regional Scheme. This results in the overall sub scheme no longer being fully represented by all Local Authorities.

10 *Option Two – Withdraw from the regional CBL Scheme and develop one specific for Wear Valley.*

- This option will again ensure that Wear Valley meets its obligation to develop a CBL Scheme by 2010, furthermore the scheme can be tailored to specifically meet the requirements of the District and not have overbearing sub regional housing market issues that do not affect Wear Valley.
- This option gives greater flexibility as to the way in which the scheme will be developed throughout the District. Integration with Registered Social Landlords and private landlords could be achieved at a more rapid pace, this would enable a specific CBL scheme for all Wear Valley Customers.
- The cost implications of this scheme are estimated to be £83.5k for the first year, instead of the estimated £48k of option one, it would also be more labour intensive to administer.
- There would be concern that delivering a scheme away from a sub regional model would go against the concepts of joined up working and may have implications if Local Government Review is fully implemented. These implications may be that Wear Valley would be required to join the sub regional group at a later date. Alternatively there may be an opportunity to re-enter negotiations with Teesdale District Council to take the scheme forward through a partnership agreement.

11 *Option 3 – Withdraw from the Sub Regional CBL Scheme and delay its Implementation*

- WVDC and D&VH could withdraw from the sub regional CBL scheme and delay implementing CBL, establishing a common allocations policy with D&VH, and a common waiting list and allocations policy with RSLs operating in the area as an interim measure. This option would have lower cost implications in the short term but would be resource intensive, and there would be additional costs at a later date associated with the implementation of a CBL scheme necessary to meet the statutory requirement.
- A benefit of withdrawing from the scheme would be to monitor the implementation of the main sub regional CBL scheme and to monitor its effectiveness, this could then be evaluated before a financial commitment is made to joining the scheme or opting to develop a scheme specific for Wear Valley.

proposal

- 12 After careful analysis of the available options, there is a strong case for options one and two, each provide a range of benefits to the customers of Wear Valley.

- 13 Option three would also enable us to gauge the success of the scheme, however there is a great risk of failing to meet the 2010 target, this would have implications on both the Council and Dale and Valley Homes through the inspection process. Therefore this option is ruled out as not being viable.
- 14 Whilst option one and two do provide a good range of benefits it is felt that option one (Continue to be an integral part of the sub regional CBL Scheme) would ensure that our statutory obligations are met and implementation costs are minimised through partnership working.
- 15 It is envisaged that the full CBL Scheme for Wear Valley will be introduced in April 2009, this is in line with the current implementation model devised at the sub regional group.

financial implications

- 16 There are a number of financial implications to the scheme, the sub regional Core Group has identified a cost of £250,000 to appoint the IT provider and Co-coordinator post. This is broken down as follows:

CBL IT System	£130,000
CBL Coordinator Post	£ 67,500
Advertising/Training/Marketing	£ 42,500

- 17 The actual cost to Wear Valley for the provision of the I.T system and Co-ordinator post equates to £40,000 this should be divided equally between Dale and Valley Homes and Wear Valley District Council. This financial allocation will ensure that the Sub Regional Coordinator can begin the process of ensuring the scheme is developed further and will be implemented by 2009. Dale and Valley Homes will be responsible for the Advertising/Training and Marketing costs which equate to £8,000.
- 18 The £20,000 Wear Valley contribution will be sought from the Housing Revenue Account, Service Improvement Fund.
- 19 There are ongoing running costs which equate to in the region of £6,000 per annum, this cost will be funded by Dale and Valley Homes.

human resource implications

- 20 There are no additional Human Resource implications, the scheme will be managed in partnership between the Housing Strategy Manager at Wear Valley District Council and through the HR provision at Dale and Valley Homes.

- 21 The human resource provision will be further explored through the project planning process.

legal implications

- 22 The legal implications under the Homeless Act require the Local Authority to ensure a homeless person is offered a suitable property to meet their needs, this scheme will assist our homeless customers in seeking a suitable property.

i.t. implications

- 23 The preferred CBL option will involve the integration of the CBL programme with the current IBS Housing system. Discussions between compatible computer programmes will be discussed as part of the ongoing process.

equality and diversity implications

- 24 The report has undergone an equality and diversity impact assessment. The results have demonstrated that there are no adverse aspects of the report that would cause any issue of non compliance with equality and diversity.
- 25 As the scheme progresses and a full policy is developed, this policy will be subject to a further impact assessment.

timescale

- 26 The policy will be implemented with immediate effect.

summary

- 27 The Choice Based Letting scheme is a positive step forward in not only delivering an excellent service to our customers but also being an integral part of a partnership working arrangement at the sub regional level.

RECOMMENDED

- 1 It is recommended that Committee approve option one as the preferred model for delivering Choice Based Lettings and agree to Wear Valley District Council, in partnership with Dale and Valley Homes, progressing this option and developing a project plan.
- 2 It is further recommended that Committee approve the allocation of £20,000 of funding to be allocated from the Housing Revenue Account, Service Improvement Fund

background papers

Sustainable Communities: Homes for All (ODPM, 2005)

Allocation of Accommodation Code of Guidance for Local Authorities (OPDM, November 2002)

Allocation of Accommodation: Choice Based Lettings Code of Guidance for Local Authorities (DCLG, January 2007)

Good Practice Note 12: Choice Based Lettings (Housing Corporation, October 2005)

Officer responsible for the report
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Ext 281

Author of the report
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Ext 294



HOUSING SERVICES COMMITTEE

12 DECEMBER 2007

Report of the Strategic Director for the Community
LANDLORD ACCREDITATION SCHEME

purpose of the report

To seek the approval of the Housing Services Committee to fully implement the Landlord Accreditation scheme across the district.

background

- 1 The Landlord Accreditation Scheme is an extensive project that has the overarching and focused aim of ensuring that all private rented properties within Wear Valley are brought up to a good standard and are accredited by Wear Valley District Council.
- 2 In April 2007 the Council approved the establishment of the post of Landlord Accreditation and Empty Property Officer to be located within the Private Sector Housing Team. Since this time the officer has developed a pilot scheme with the Private Landlords Forum which has now been ongoing for 6 months. The results of the pilot exercise have been extremely encouraging and an excellent working relationship between landlords, tenants and the Private Sector Housing Team is being developed.
- 3 The scheme has a number of benefits for the customer, landlord and the Council. Firstly it ensures that customers have the piece of mind that a property they are renting or contemplating renting, has been inspected by an independent surveyor within Wear Valley District Council. This ensures that the property is free from health and safety hazards and is in a good safe condition. If a property has not been accredited by the Council it is hoped that the customer may think twice about renting such a property.
- 4 Through the pilot exercise a total of 28 properties have been inspected and of those properties 6 have now successfully been awarded the accreditation certificate. The remaining properties will gain accreditation over the next few months as some essential work has been highlighted, the landlords responsible are ensuring these issues are rectified and are working alongside the Council to achieve this.

- 5 It is important to improve properties within the private sector, a target of 70% of vulnerable households achieving the Decent Homes Standard (DHS) by 2010 has been set. It is a difficulty to ensure that properties within the private sector are improved, at present the Council spend in the region of £100k per annum on major repair grants, however this may only equate to 10 properties being brought up to the Decent Homes Standard.
- 6 Looking at alternative methods of bringing properties up to the DHS is paramount and a diverse approach needs to be implemented. By ensuring Landlords properties are accredited, ensures that the property is of a good standard and free from any health and safety hazards. Some properties may not meet the DHS, however it is envisaged that the majority will.

the scheme

- 7 The accreditation scheme is very simple and derives from the 2004 Housing Act. If the property is free from hazards and meets the statutory requirements (see Annex B), then the property is accredited. An accreditation certificate is then passed to the landlord with an additional copy remaining within the Council, a copy of the accreditation certificate is attached. More importantly the database is updated and is available for customers to consider.
- 8 However with every property we accredit, on average a further 4 will fail. The required improvements will be discussed with the Landlord and details of the work required, will be conveyed. The details of why the property failed are kept on record and will also be conveyed to customers upon request. If the landlord fails to carry out the essential work then they will remain on the database and customers will be advised not to proceed with a tenancy at that property. In the case of any category 1 or 2 hazards being identified, a Hazard Awareness Notice will be issued in line with the Councils Private Sector Housing Enforcement Policy.
- 9 Although the scheme is primarily focused on ensuring the property meets the required standard, it is important that checks are also carried out on the landlord. Therefore a standard police check will be conducted. If the landlord has any convictions or has committed crimes that may affect the safety or well being of a customer that lives at their property, they will be excluded from the scheme for a set period of time as outlined within the Policy (Annex B).
- 10 There are three levels of accreditation, these are Accredited, Commended and Highly commended, these details are attached as Appendix 1. A landlord can request that the property be re-inspected at any time if they feel that the condition has improved and should be re-categorised. The actual accreditation certificate will last for a period of 3 years from the date of issuing. However if there is a change of landlord, the new landlord will be contacted and the property re-inspected.

- 11 An obvious issue for this scheme is the landlord questioning what the advantage is for them. This is an issue that we have already faced through the pilot exercise. A pack of benefits have been compiled, which include;
- Negotiated discount electrical checks
 - Free Carbon Monoxide Detectors
 - Free Smoke Alarms
 - 10% Discount at Builder Merchants
 - Free Assured Shorthold Tenancy Agreement
 - Reduced price building insurance
 - Access to Home Improvement Agency Approved Contractor Scheme
- 12 It is hoped that through these benefits, any current or prospective landlord will realise the benefits of the scheme and will take advantage of some of the offers available.
- 13 In an ideal world it would be excellent to envisage that every property which is being privately rented has been approved by the Council. Customers would contact the Council regarding every property they are contemplating renting and if the property is not accredited they seek an alternative.
- 14 The advertising will be conducted on 2 levels, the landlords will be encouraged to join the scheme through the benefits available. Secondly customers will be encouraged to contact the Council before they rent a property, this will hopefully pressure landlords into becoming accredited.
- 15 It is proposed to implement the scheme on the 1st January 2008 and it will run as a 100% voluntary scheme. Advertising will commence in December and will be well publicised. The level of interest is hard to envisage at this stage, however the Private Sector Housing team will ensure the scheme runs smoothly. The uptake of this scheme is extremely difficult to predict, however a target of accrediting 50 properties within the first year will be set. However, through effective advertising we hope to surpass this target to over 100 properties.
- 16 There will be a cost of running the scheme, however these costs will be kept to a minimum. The post of Empty Property and Accreditation Officer is already in place, additionally the Housing Strategy Manager continues to develop the scheme. This is backed up through the administrative support who will manage the database and relay information to customers. There will be the cost of supplying landlords with the applicable benefits, these include Carbon Monoxide Alarms, advertising, application packs, brochures, tenancy agreements etc. Therefore a growth bid of £6,000 will be submitted for the first year.

proposal

- 17 It is hoped that the Housing Services Committee see this scheme as a positive step forward in not only improving properties within the private sector but also

reducing the instances of 'problem' landlords and improving the quality of accommodation for our customers within the private sector.

- 18 It is proposed to fully launch the scheme in January 2008 as a 100% voluntary scheme.

financial implications

- 19 To effectively run the scheme, an amount of £6,000 per annum is required to ensure advertising and landlord incentives are available. A growth bid will be submitted for funding for the following financial year. If the growth bid is unsuccessful the scheme can not be advertised or developed.

human resource implications

- 20 Through the 2007/08 budget setting process, the post of Empty Property / Landlord Accreditation Officer was established. This officer has been carrying out all of the necessary surveys and paperwork, in addition to promoting the scheme. It is hard to envisage the demand for the scheme once it is fully implemented, however the Housing Strategy Manager will oversee the scheme and allocate existing resources where required. The administrative assistant's workload may also increase, this will again be managed accordingly and additional resources sought if required.

legal implications

- 21 There are legal implications under the 2004 Housing Act if the scheme is to become a compulsory scheme. At present the scheme is voluntary and as such a comprehensive case does not need to be submitted to the Secretary of State.

crime and disorder implications

- 22 Landlords will be subject to a standard police check, this will reduce instances of crime being committed in the area, additionally prospective tenants will be aware if the property has not been accredited, this gives the prospective tenant the opportunity to seek alternative accommodation.

equality and diversity implications

- 23 The report has undergone an equality and diversity impact assessment. The results have demonstrated that there are no adverse aspects of the report that would cause any issue of non compliance with equality and diversity.

timescale

- 24 An implementation date of the 1st January 2008 has been set for launching the scheme.

summary

- 25 This policy is a positive step forward, it is both consistent in its approach, extensive in its legal and statutory powers and fair in its delivery. It will make a difference to the lives of customers who live in poor private rented properties.

RECOMMENDED

- 1 Committee approves the Private Sector Landlord Accreditation Policy

background papers

The report has taken into account the following statutory documents

Housing Act 2004
Housing Act 1985
Race Relations (Amendment) Act 2000
Wear Valley District Council Race Equality Scheme

Officer responsible for the report
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Author of the report
Richard Roddam
Housing Strategy Manager
Ext 294



Wear Valley District Council
Community Department
Landlord Accreditation Policy

The Community Department is committed to providing the best possible service to the customers of Wear Valley

This Landlord Accreditation policy will be at the heart of furthering our commitment

Removing barriers to communication

We believe everyone should have equal opportunities to play a full part in their community, regardless of their ethnicity, religion, geographic location, special needs, language differences, learning difficulties, sexual orientation, gender, age or disability.

We can produce this booklet in other formats, such as **Braille; large print; on audiotape; on CD-Rom;** and in other languages. **You can get a copy by calling our Marketing & Communications Manager on (01388) 761 958.**

This booklet can be produced in the following languages:
Bengali, Cantonese, Hindi, Mandarin, Punjabi, Urdu, Polish and Welsh.

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আপনি এর কপি পেতে ফোন করুন (01388) 761 958

“這份文件能複製成下列語言：孟加拉語，廣東話，北印度語，普通話，旁遮普語，烏爾都語，威爾斯語。您可以致電 (01388) 761 958 索取副本。”

“यह लेख्य पत्र अगले भाषाओं में पेश किया जा सकता है: बंगाली, कान्टोनीस, हिन्दी, म्यानडरीन, पंजाबी, उर्दू, वेल्स। आप एक प्रतिलिपि के लिए (01388) 761 958 में सम्पर्क कर सकते हैं।”

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ਇਹੁ ਦਸਤਾਵੇਜ਼ ਅਗਲੇ ਭਾਖਿਆ ਵਿਚ ਪੇਸ਼ ਕਿਆ ਜਾ ਸਕਦਾ ਹੈ: ਬੰਗਾਲੀ, ਕਾਨਟੋਨੀਸ, ਹਿੰਦੀ, ਮਾਨਡਰੀਨ, ਪੰਜਾਬੀ, ਉਰਦੂ, ਵੇਲ਼ਸ਼। ਤੁਸੀ ਇਕ ਉਤਾਰਾ ਲਈ ਨੂੰ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹੋ।

اس دستاویز کو مندرجہ ذیل زبانوں میں بھی حاصل کیا

جا سکتا ہے:- بنگالی کنطونیز ہندی منڈارن پنجابی اردو

ویش اپنی کاپی حاصل کرنے کے لیے اس نمبر پر ڈائل

کریں

(01388) 761 958

Gellir atgynhyrchu'r ddogfen hon yn yr ieithoedd canlynol: Bengaleg, Cantoneg, Hindi, Mandarin, Pwnjabeg, Wrdw, Cymraeg. Fe gewch chi gopi trwy ffonio (01388) 761 958.

The Scheme

Within Wear Valley a large proportion of our customers reside in properties that are rented by individual private landlords. It is important that extensive links are made between private landlords and the Local Authority to ensure private tenants are residing in properties that are free from Health and Safety Hazards and are also provide a good standard of living.

Whilst the majority of private landlords within the district are a credit to the private rented sector, there are significant instances of landlords failing to carry out the most essential and statutorily obliged works. It is hoped that this policy will be a step in addressing these shortfalls and delivering a comprehensive landlord accreditation scheme.

This scheme will invite private landlords to have their properties formally accredited by Wear Valley District Council. The aim is to ensure that properties are of a good standard and customers have piece of mind that the property has undergone the accreditation process. It will also provide a valuable link for customers to contact the Private Sector Housing Team to seek if a property they are considering renting has been accredited by the Local Authority.

The accreditation procedure involves a full comprehensive survey of the property, this also takes into account the energy efficiency of the property and additionally the landlords will be undergo a Criminal Records Bureau (CRB) check.

The Landlord Accreditation Scheme can be delivered in a number of ways, as outlined within the Housing Act 2004. The scheme can be either mandatory or voluntary. It is felt that at this stage the scheme would be best introduced as a voluntary scheme. This decision is based on the pilot exercise that has been undertaken throughout 2007. The pilot scheme demonstrated that one third of landlords signed up to the scheme resulting in 28 properties going through the accreditation process.

Accreditation Procedure

When a prospective landlord contacts the Private Sector Housing Team they will be given details of the accreditation scheme and will also be sent an application pack outlining the benefits and the requirements of the scheme.

Once completed and returned a suitable time will be agreed for a Housing and Environment Officer to visit the property and carry out a full property inspection including a SAP rating. At the time of inspection a property inspection form will be completed by the officer, this process is open and transparent and is not designed to find fault with the property, instead it will highlight areas that would be required to improve to achieve accreditation.

Following the meeting a letter will be sent to the landlord outlining the areas for improvement and the reason these improvements are required, in the majority of cases these improvements may have already been discussed with the landlord orally and the confirmation letter will be welcomed by the landlord. Additionally the improvements will be broken down to enable the landlord to see what level of accreditation can be achieved by completing different degrees of improvements (See Appendix1). The application will be placed under the classification of 'accreditation pending.'

Once the landlord is happy that the areas for improvement have been met, an officer will re-inspect the property and award the accreditation certificate. If any items are outstanding, this

process will be repeated. A letter will be sent confirming the accreditation or confirming the requirement to make additional improvements.

The accreditation certificate will last for a period of 3 years, however on an annual basis the landlord must provide a copy of the Gas Safety CP12 Certificate.

Upon application, the landlord will sign a CRB disclosure form enabling the Local Authority to carry out a standard Police Check. If the report is clear and poses no significant criminal record, the accreditation process will continue.

There are a number of incentives for the landlord to join the accreditation scheme, these will change over time ,however initially the agreed incentives include:

- Free extensive survey including energy efficiency rating
- Free 'top up' loft insulation
- Access to the Home Improvement Agency Approved Contractor Scheme
- 10% DIY discount card
- Free Smoke Alarms and Carbon Monoxide Detectors
- Reduced rate of building insurance
- Free Tenancy Agreement and Rent Book

These benefits will be constantly reviewed and any revised benefits will be offered.

It is important to understand that it is the property that is accredited and not solely the landlord, the certificate will detail the property address and landlords name. This is due to a landlord failing to license all of their properties or purchasing additional properties and using their approved landlord accreditation status on substandard properties.

It is hoped that over time the majority of private landlords will sign up to the scheme and any prospective tenant will, as a matter of course, contact the Council to establish if that individual property and landlord has been accredited. This will ensure prospective tenants are more aware and have piece of mind over the property they rent. Additionally it will ensure the standard of properties will be increased within the private sector as extensive surveys will be carried out my trained surveyors within the Private Sector Housing Team. This will act as a preventative measure for the large number of landlord and tenant complaints that are received by the Council.

Accreditation Requirements

There are minimal initial accreditation requirements, these are:

- The property must be within the Wear Valley Boundary, however there is no requirement for the landlord to live within the Wear Valley District.
- The Landlord will be subject to a basic Criminal Records Bureau check. If the check presents a significant potential risk over the safety of the customer it will be subject to further consideration which may lead in the application being refused.
- The landlord must not have been subject to a tenant complaint registered with the Council for the past 6 months.

The second requirement is that the property is free from health and safety hazards and is in a good overall condition, additionally it must have a good degree of thermal comfort.

There are three levels of accreditation a property can achieve, each level has its own set of requirements, these requirements are based on statutory requirements and levels of repair. The three levels are:

- Accredited
- Commended
- Highly Commended

Annex one demonstrates the differentiating levels of accreditation and stipulates the minimum standards that are required. Landlords will be given a copy of these standards along with the application form. Over time a landlord may wish for their property to be re-inspected if they feel their property has increased in standard, this will be welcomed and a review inspection will be undertaken.

Additionally a tenant can contact the Council if they feel that the property no longer meets the set standards, in this instance a Council representative will re-survey the property in liaison with the landlord.

Code of Conduct

The license will be constantly reviewed, if any information is brought to the attention of Wear Valley District Council that may have an adverse affect on the property or the landlord, the Council may revoke the license. Therefore a code of conduct is stipulated below, this code of conduct will appear on the reverse of the license.

Upon accreditation, the landlord agrees to abide by the following codes of conduct

1. The landlord will take every step to ensure the property is, and continues to be free from any health or safety hazard.
2. A valid gas safety CP12 certificate will be presented to the Council on an annual basis. Failure to supply this after sufficient reminder will result in the removal from the scheme.
3. A valid electrical safety certificate must be issued to the Council, upon the expiration of this certificate a new electrical check must be carried out and the certificate forward to Wear Valley District Council. Failure to supply this after sufficient reminder will result in the removal from the scheme.
4. The property will remain in a good state of repair, the property includes all associated land.
5. Complaints that are received by the landlord or by Wear Valley District Council will be completed in a timely manner. Any failure to act upon a substantiated complaints will result in the removal from the scheme.
6. The landlord will not be involved in any act of criminal behaviour, if this does occur, in line with the Wear Valley Landlord Accreditation policy, the landlord will be excluded. In this instance any property owned by the landlord will have the certificate revoked.
7. Any instance of the landlord fraudulently claiming housing benefit or being part of any benefit fraud will result in the removal from the scheme.
8. Abuse to tenants and Wear Valley District Council staff or their representatives will not be tolerated, substantiated instances will result in the removal from the scheme.
9. Any benefits or incentives obtained as part of the scheme must be used for the said property. If upon inspection any item supplied has not been used for the property, the landlord will be recharged for the item plus a 15% administration fee.

10. If any of the above instances result in expulsion from the scheme, a charge of £100 will be passed to the landlord in respect of administration costs incurred.

Grounds for Refusal / Removal of Accreditation

If a landlord fails to meet the set initial criteria, they will be excluded from the scheme for a time period as set within this policy. Any future instance of bad practice, which is detailed within the Code of Conduct will ultimately result in the removal of the property and/or landlord from the scheme.

The occurrence of any such breach will result in the suspension from the scheme for a period of 12 months, after such time the landlord can reapply to be part of the accreditation scheme and will be subject to the full process. The tenant will also be informed of this decision.

If the property fails to meet the set standards, the landlord will be given ample opportunity to make the necessary improvements, within this time the application stage will be classed as 'Accreditation Pending.' Only once all of the improvements have been carried out can the landlord and property receive the accreditation certificate.

If the landlord CRB check gives evidence that the landlord has committed a crime, resulting them in being a category 1 or 2 offender (as detailed in Appendix 2) they will be excluded from the scheme. There is the right to appeal and the landlord will be given full details of the appeals procedure.

Any landlords who have a conviction which comes under any other classification will be suspended from the list until a period of 5 years has passed without any criminal record, the extent of the crime will also be assessed for suitability as an accredited landlord.

After the license has been issued, if any criminal acts have been committed, the length of exclusion from the scheme will be as detailed above.

Appeals

If a landlord feels that they have unduly been refused accreditation they can request a review of the application by writing to the Housing Strategy Manager outlining the reason for appeal. This appeal will be discussed between the visiting officer, the Housing Strategy Manager and the Landlord, a site visit will be conducted where necessary. If a landlord wishes to appeal against the suspension of their accreditation, a letter outlining the appeal should be sent to the Housing Strategy Manager.

Service Complaints

How to complain if you are unhappy with our service

If you are dissatisfied with the service you have received, please let us know. We are committed to providing good quality services and we would welcome your suggestions and comments about how you think we can improve the service we provide. You can write to the Council, all comments will be considered and we will always reply in writing. If necessary we will also contact you by telephone. You can also use the Council's Corporate Complaints System if you have any specific grievance. Additionally both Landlords and Tenants will receive a questionnaire to express their views on the service which has been provided.

What we will do

If you feel that the service you have received has not been 100% satisfactory, customers can either contact the Housing Strategy Manager for an informal discussion. As part of this discussion, customers will be given the opportunity to register the complaint through the Council's formal complaints procedure. We will keep you regularly updated of progress until your complaint is resolved. Alternatively, you can discuss your complaint with your local Ward Councillor, or Member of Parliament.

The Local Government Ombudsman

If you think that you have been unfairly treated by us, you can ask the Local Government Ombudsman to investigate.

How to contact us:

We can be contacted in writing or by calling in person to:

Wear Valley District Council

Private Sector Housing Team
Community Department
Civic Centre
Crook
County Durham
DL15 9ES

By telephone 01388 765555

E-mail r.roddam@wearvalley.gov.uk

You can find some useful information about this service and other council services on our website www.wearvalley.gov.uk

Confidentiality

The Council will at all times strive to maintain the confidentiality of people using our service and adhere to the Data Protection Act.

Monitoring Arrangements

It is essential that this policy is followed by the officers of this service. Random checks will be made by the Housing Strategy Manager to ensure officers follow a consistent approach and adhere to the direction of this policy. Any alterations made to this policy will be approved by the Council's elected members.

Requirements for Accreditation	Level 1: Accredited	Level 2: Commended	Level 3: Highly Commended
Comply with Housing Health and Safety Rating System (list of 29 hazards supplied)	All basic standards to be met	All basic standards to be met	All basic standards to be met
Gas Safety Certificate	Required annually	Required annually	Required annually
Electric's Certificate	Required five yearly	Required five yearly	Required five yearly
Smoke alarm	Suitably located functioning smoke alarm	Hard wired smoke alarm & C.O. alarm	Hard wired smoke alarm & C.O. alarm
Repair	Good overall repair	Very good overall repair	Excellent overall repair
Heating	Central heating system	Central heating system	Central heating system Energy efficient boiler Radiator thermostats
Kitchen	Basic fitted kitchen – in good order	Modern fitted kitchen in good order < 10 years old	Modern fitted kitchen in good order < 10 years old. Full range of white goods.
Insulation & draught proofing	Loft insulation 270mm min Draught proofing measures where necessary	Loft insulation 270mm min Draught proofing measures where necessary Double glazing/secondary glazing Cavity wall insulation	Loft insulation 270mm min Draught proofing measures where necessary Double glazing/secondary glazing Cavity wall insulation
Security	5 lever mortice locks (front & rear doors) Window locks	5 lever mortice locks (front & rear doors) Window locks	5 lever mortice locks (front & rear doors) Dead bolts Burglar alarm system Window locks Door entry system (flats) Exterior security lights
External decoration	Reasonable clean appearance	Good clean appearance	Very good clean appearance
Internal decoration	Good condition	Very good condition	Excellent condition throughout Carpeted floors
Condition of Garden/Yard	Area clear of rubbish and good overall condition.	Area clear of rubbish and good overall condition.	Area clear of rubbish and good overall condition.
Furnishings (if furnished)	Clean reasonable furnishings to meet soft furnishings regulations	Good clean furnishings to meet soft furnishing regulations	Good clear modern furnishings to meet soft furnishing regulations Full range black goods

Classification

For the purposes of trial in the Crown Court offences are classified as follows:

Class 1 Offences:

Misprision of treason and treason felony;

Murder;

Genocide;

Torture, hostage-taking and offences under the War Crimes Act 1991;

An offence under the Official Secrets Acts;

Manslaughter;

Infanticide;

Child destruction;

Sedition;

An offence under section 1 of the Geneva Conventions Act 1957;

Mutiny;

Piracy;

Soliciting, incitement, attempt or conspiracy to commit any of the above offences.

Class 2 Offences:

Rape;

Sexual intercourse with a girl under 13;

Incest with girl under 13;

Assault by penetration;

Causing a person to engage in sexual activity, where penetration is involved;

Rape of a child under 13;

Assault of a child under 13 by penetration;

Causing or inciting a child under 13 to engage in sexual activity, where penetration is involved;

Sexual activity with a person with a mental disorder, where penetration is involved;

Inducement to procure sexual activity with a mentally disordered person where penetration is involved;

Paying for sexual services of a child where child is under 13 and penetration is involved;

Committing an offence with intent to commit a sexual offence, where the offence is kidnapping or false imprisonment;

Soliciting, incitement, attempt or conspiracy to commit any of the above offences.

Class 3 Offences:

Burglary: Dwelling house

Burglary: Non-dwelling

Theft and fraud

Handling Stolen Goods

Social security frauds

Violence (sections 20 and 47 of the Offences against the Person Act 1861)

Public Order Act Offences

Violence to and neglect of children

Indecent assault

Unlawful sexual intercourse

Drugs Class A or B with Intent to Supply

Dangerous driving and aggravated vehicle taking

Criminal damage



HOUSING SERVICES COMMITTEE

12 DECEMBER 2007

Report of the Strategic Director for the Community
PROPOSALS TO DEAL WITH LONG TERM VOIDS

purpose of the report

To seek Committee approval for demolition of council owned housing stock,.

background

- 1 Members will be aware of the problems associated with long term voids, in terms of neighbourhood blight, vandalism and security costs.
- 2 Properties become long term voids for a number of reasons ranging from the size/condition of the property, to location or the lack of facilities nearby.
- 3 It is the responsibility of Dale & Valley Homes to manage these properties on behalf of the Council and, where possible, to generate demand or to seek alternative uses for vacant stock.
- 4 As a last resort, properties that are not suitable for alternative use or conversion and prove 'difficult to let', are subject to demolition. The Council have previously used demolition as a successful method of stock rationalisation. Dale & Valley Homes have a number of long term voids for which demolition is proposed.

proposals

- 5 The Director of Housing Operations at Dale & Valley Homes has indicated potential demolition stock at:-
 - Bishop Auckland – Numbers 16-40 (even numbers) West Lane, Woodhouse Close – these are unpopular one bedroom bungalows unsuitable for conversion.
 - Coundon – 4 number flats at Tyne Walk and 4 flats at The Crescent. These are long term voids, unsuitable for conversion, however the properties at Tyne Walk adjoin owner occupied properties, so the costs of demolition may prove excessive at present.
 - Leeholme – 4 number flats at York Close suffer from similar problems to those at Tyne Walk, Coundon

- 6 At present, it is proposed to demolish those properties at West Lane and The Crescent.
- 7 Dale & Valley Homes will continue full and sensitive consultation with tenants, residents and Councillors regarding demolition, in particular three tenants who still occupy properties in West Lane who will be entitled to home loss payments and support.

financial implications

- 8 Demolition costs for the proposed schemes can be met within existing capital budget allocation and Dale & Valley budgets. In addition home loss payments for the four tenants will amount to £16,000.
- 9 Costs at present are:-
- Demolition of West Lane £47,000
 - Demolition of The Crescent £11,000
 - Home loss payments £16,000

crime and disorder implications

- 10 Demolition of long term vacant stock significantly reduces vandalism and associated anti social behaviour problems within the area.

other implications

- 11 There are no further financial, IT, equality and diversity or legal implications arising from this report.

RECOMMENDED

- 1 Committee approves the demolition of the properties identified at West Lane, Bishop Auckland and The Crescent, Coundon.
- 2 Committee approves the potential demolition of further properties, as identified in the report, subject to assessment of costs, consultation with Chair of Housing and relevant ward Councillors and with the agreement of the Strategic Director of the Community.

Officer responsible for the report
Michael Laing
Strategic Director for the Community
Ext 281

Author of the report
David Milburn
AD of Policy and Resources
Ext 379



HOUSING SERVICES COMMITTEE

12 DECEMBER 2007

Report of the Strategic Director for the Community
ENVIRONMENTAL IMPROVEMENTS – PROUDFOOT DRIVE PHASE 2

purpose of the report

To inform Committee on progress to date and to seek to suspend Council's standing orders in relation to contracts

background

- 1 Housing Services Committee on 28 February 2007 received a report outlining proposals to commence Phase one of environmental improvements to the central area of the Woodhouse Close Estate, around the retail area of Proudfoot Drive.
- 2 These works were completed on time and to budget and improvement works have been well received by both residents and visitors to the Proudfoot Drive area. In addition the retail units on Proudfoot Drive have made improvements to elevations.
- 3 The second phase of the works are focused on the areas to the rear of Proudfoot Drive, around Ford Way. The works will include:-
 - Road closure
 - Additional car parking
 - New footpaths
 - Soft landscaping
 - Installation of a Multi User Games Arena (MUGA)

proposals

- 4 Members may recall that the previous report highlighted problems in tendering for road and adopted footpath areas. That could be addressed by direct award of contracts to Durham County Council.
- 5 It is again proposed that the Council's Standing Orders in Relation to Contracts are suspended to enable the early engagement of Durham County Council to undertake the proposed works to adopted highways and associated footpaths.
- 6 The previous report also recommended the appointment of Sones Landscaping Ltd to undertake the soft landscaping works based on factors including future

maintenance regimes and early assistance in design, as well as previous tendered projects successfully delivered by Sones.

- 7 It is also further proposed that Sones Landscaping Ltd are approached to negotiate costs to undertake the soft landscaping works on phase two of the development.

legal implication

- 8 The appointment of Sones Landscaping Ltd is to be based on a similar scheme that was won in competition within the last two years. Standing Order Clause 8.2 allows negotiation on this basis, and it is proposed that the project, delivered by Sones at Howard Close, is used as the basis of negotiation on this project.
- 9 To appoint Durham County Council it is necessary to suspend Section 3 of the Standing Orders. The prior approval of the Strategic Director of Resources and the Assistant Director – Admin and Legal has been received and this report requests Committee's agreement to the proposal.

financial implications

- 10 The estimated value of the works is £200,000 and this is to be financed from -
 - Liveability fund - £21,000
 - Neighbourhood fund - £80,000
 - Wear Valley DC - £110,000

crime and disorder implications

- 11 The works have been designed with the valuable input of the Police Liaison Officer who has advised of planting, furniture layouts and other issues around reduction of crime and disorder.
- 12 The MUGA will provide diversionary activities for the younger residents of Woodhouse Close and, as such, this should lead to a reduction in anti-social behaviour problems.

human resources implications

- 13 The programme of works will be managed by Groundwork Trust on behalf of the Council and be delivered by external contractors.

RECOMMENDED

- 1 Members note the progress to date on the proposed works.
- 2 Members agree to the actions to suspend Section 3 of the Standing Orders in Relation to Contracts to appoint Durham County Council to carry out highways works.

Officer responsible for the report
Michael Laing
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Ext 368

Author of the report
David Milburn
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HOUSING SERVICES COMMITTEE

12 DECEMBER 2007

Report of the Strategic Director for the Community
SIX MONTH REVIEW OF PERFORMANCE – DALE & VALLEY HOMES

purpose of the report

To inform Committee of the six month performance of Dale & Valley Homes from April – September 2007.

background

- 1 Members will be aware of the requirement of Dale & Valley Homes to report performance to this Committee in line with the Management Agreement.
- 2 The Council must ensure Dale & Valley Homes are delivering quality services to the Council's customers.

performance

- 3 Attached in Annex C is the performance report received from Dale & Valley for the first two quarters of 2007/08.
- 4 The results show that of the 44 reported indicators:-
 - 11 are on target
 - 12 are within 10% of the target
 - 14 are outside 10% of the target
 - 4 indicators had no information provided
 - 3 indicators had no target, so progress could not be assessed
- 5 It is worth noting of the 14 indicators outside the 10% target some refer to service areas identified as most important to customers, such as:-
 - Anti social behaviour
 - Repairs
 - Estate management
 - Customer involvement
 - Decent homes delivery

- 6 In addition a number of the indicators where no information has been provided also impact on these service areas.

RECOMMENDED

- 1 Committee are asked to consider the performance of Dale & Valley Homes over quarter one and two of 2007/08.
- 2 Committee instruct the Strategic Director for the Community to address issues Members may have regarding elements of this report or the attached annex.
- 3 Committee receive reports regarding third quarter performance to ensure progress is being made.

Officer responsible for the report
Michael Laing
Strategic Director for the Community
Ext 281

Author of the report
David Milburn
AD of Policy and Resources
Ext 379

PERFORMANCE REVIEW 2007-08												
SERVICE KEY						PERFORMANCE KEY						
Delivering Excellent Services						On Target						
Running Our Business Well						Within 10% of Target						
Delivering Decent Homes						Outside 10% of Target						
Contributing to the Wider Community												
NB Where indicators are new, targets will be developed after 6 months performance has been measured												
KEY	INDICATOR DESCRIPTION	REF	PREV PERF			TARGET 07/08	QUARTERLY PERFORMANCE 07/08				COMMENTS	
			06/07	ALMO TOP QUARTILE PERFORMANCE 2006-07 (Where Available)	LATEST DC TOP QUARTILE PERFORMANCE (Where Available)		1ST	2ND	3RD	4TH	OVERALL	
1	Overall tenant satisfaction with service (All tenants)	BVPI 74a	76.0	80.5	85.0	85.0	76.0	76.0			76.0	There is general responsibility across the service for overall customer satisfaction. Latest Status Survey carried out towards the end of 2006. Proposals have been agreed to extend the VMS system to carry out a similar survey on a more regular basis.

2	Overall satisfaction with opportunities to participate (All Tenants)	BVPI 75a	65.0	69.7	70.0	70.0	65.0	65.0			65.0	Customer Involvement Manager. Work is proceeding on a review of the current involvement methods. This will enable us to review their relative effectiveness for customers. A plan will be developed based on these outcomes and reported in Feb 2008.
3	Average score out of 10 customer satisfaction with the repairs service (Visions Mngt System)	Local indicator	8.70	N/A	N/A	8.70	8.78	N/A			N/A	Quarter 2 data currently being collated.
4	Average score out of 10 customer satisfaction with the One Hit Decent Homes programme (Visions Mngt System)	Local indicator	New	N/A	N/A	9.00	N/A	N/A			N/A	Awaiting start of programme
5	Average score out of 10 customer satisfaction with the new Doors and Windows programme (Visions Mngt System)	Local indicator	8.24	N/A	N/A	8.75	N/A	9.56			9.56	Asst. Director Housing operations. Target amended to 8.75 in line with performance in 2006-07. Latest result of 9.56 refers to the recently completed pilot scheme.

6	Average score out of 10 customer satisfaction with the allocations service (Visions Mngt System)	Local indicator	7.44	N/A	N/A	7.80	7.58	7.26			7.41	Asst. Director Housing Operations. Performance improvement group discussed latest results on 18th October. Actions for improvement agreed and to progress. Customer (new tenant) to be invited to the next meeting of the group.
7	% responsive repairs completed in 28 calendar days	Local indicator	New	N/A	N/A	96.50	93.8	96.80			95.3	Asst. Director Housing operations. New indicator which gives an overall indication of performance regarding responsive repairs
8	% of responsive repairs carried out as emergency	Local Indicator	7.70	N/A	N/A	8.5	10.0	8.1			9.1	Asst. Director of Development. Level of emergency work has come under closer control in the last quarter. Continue to monitor.
9	% of responsive repairs carried out as urgent	Local Indicator	New	N/A	N/A	30.0	34.5	33.4			33.9	Asst. Director of Development Slight improvement over first quarter. Call Centre staff have been made aware of the need to ensure that work is correctly prioritised.
10	% of responsive repairs carried out as routine	Local Indicator	New	N/A	N/A	61.5	55.5	58.5			57.0	As above
11	% responsive repairs where an appointment was both made and kept	Local Indicator	98.8	96.53	N/A	99.5	99.5	98.8			99.1	Asst. Director of Development. Performance is slightly outside target, but well within top quartile performance

12	Proportion of planned to responsive repairs expenditure	BVPI 211a	69:31	76:24	N/A	65:35	12:88	35:65			25:75	Asst. Director of Development. Decent Homes programme 07-08 has now started in earnest. This figure will improve as the programme is rolled out.
13	Emergency and urgent repair expenditure as a % of all repairs expenditure	BVPI 211b	3	12.84	N/A	4.0	10.0	8.0			9.0	Asst. Director of Development. See emergency repairs earlier. Situation to be closely monitored. Performance is still within latest ALMO top quartile performance
14	Proportion of responsive repairs completed on time or by appointment	Local indicator	New	N/A	N/A	97.5	97.09	97.34			97.22	Asst. Director of Development. This is a new indicator which will help us monitor the efficiency of the responsive repairs service.
15	% of rent collected as a proportion of rents owed on HRA dwellings	BVPI 66a	98.61	98.21	98.84	98.85	98.22	98.22			98.22	Asst Director of Housing Operations. Work ongoing to reduce arrears and maximise payments by direct means. Performance is within top quartile as reported by ALMO's in 2006-07

16	% of tenants evicted as a result of rent arrears	BVPI 66d	0.78	0.25	0.15	0.55	0.19	0.12			0.31	Asst Director of Housing Operations. Need to learn and implement good practice from organisations with low eviction rates and low arrears. Work has commenced in this area.
17	Former tenants arrears as a % of the rent roll	Local Indicator	1.64	1.19	N/A	1.60	1.67	1.78			1.78	Asst Director of Housing Operations. No net write offs have taken place prior to the end of September. This indicator will improve as these are processed.
18	Rent written off as a % of the rent roll	Local Indicator	0.79	0.32	N/A	0.80	0.03	0.00			0.00	
19	Average time taken to re-let local authority housing (calendar days)	BVPI 212	20	27.4	30	19	26	22			24	Asst Director of Housing Operations. Performance has slipped in the first three months of the year. This has largely been caused by a high number of void properties and staffing changes in the management of void repairs. Situation is now under much closer control.
20	% of rent lost on void properties	Local Indicator	0.85	1.31	N/A	0.80	1.06	0.72			0.89	See above
21	Average weekly cost per dwelling for general management (£)	Local Indicator	New	N/A	N/A	New	7.75	9.02			8.38	
22	Average weekly cost per dwelling for repairs (£)	Local Indicator	New	N/A	N/A	New	14.69	16.68			15.68	

23	Staff Turnover Rate (%)	Local indicator	New	N/A	N/A	18.0	4.1	6.1			10.2	Joint responsibility across the organisation. The company is currently introducing the Investors in People programme which will help to make us a more attractive employer in the future..
24	Working Days per FTE Employee Lost to Sickness Absence	BV12	10.3	10.1	8.29	7.0	1.46	0.59			2.05	
25	% disabled staff	Local indicator	New	N/A	4.37	5.0	5.3	5.3			5.3	
26	% senior staff who are women	Local indicator	New	N/A	N/A	50.0	41.7	40.0			40.0	There is organisational rather than individual responsibility for this indicator. Target is to achieve parity between male and female senior staff members
27	% BME Staff	Local indicator	New	N/A	2.7	1.4	2.6	2.6			2.6	
28	% employees retiring early	BVPI 14	New	N/A	0.0	0.0	0.0	0.0			0.0	
29	% employees retiring on the grounds of ill-health	BVPI 15	New	N/A	0.0	0.0	0.0	0.0			0.0	
30	Level of conformity to the Equality standard for Local Govt.	BVPI 2a	New	N/A	N/A	Level 2	Level 1	Level 1			Level 1	Access and Customer Care Manager.Task identified in service improvement plan re impact assessment.
31	Quality of the company's Race Equality Scheme	BVPI 2b	New	N/A	73	80.0	63.2	84.2			84.2	
32	% of undisputed invoices paid within 30 days	BVPI 8	New	N/A	97.3	99.0	100.0	98.7			99.0	

33	% of properties complete against programme- Decent Homes	Local Indicator	100.9	N/A	N/A	98.0	N/A	N/A			N/A	
34	% Actual spend against budget - Decent Homes	Local Indicator	100.8	N/A	N/A	99.8	N/A	N/A			N/A	
35	Average SAP rating of dwellings	BVPI 63	64.5	71.4	69.0	66.0	64.6	64.6			64.6	Asst Director of Housing Development. It is expected that the implementation of the Decent Homes Programme will improve SAP rating.
36	% of dwellings non-decent	BVPI 184a	28.9	20.83	12.0	15.0	30.3	29.9			29.9	Asst Director of Housing Development. This indicator will improve as the Decent Homes programme is fully implemented over the coming years
37	% change in the proportion of non-decent homes	BVPI 184b	21.4	27.45	28.90	60.0	1.1	0.6			1.7	See previous
38	Number of evictions	Local Indicator	New	N/A	N/A	25	8	5			13	Asst Director of Housing Operations. The number of evictions is now coming under closer control.
39	ASB cases as % of Stock	Local Indicator	New	N/A	N/A	0.8	0.91	0.78			0.85	Tenancy Enforcement Manager. Need info re how we compare with other organisations.
40	Number of modern apprentices employed by Dale and Valley Homes	Local Indicator	New	N/A	N/A	New	2	1			1	
41	% of planned estate inspections completed	Local Indicator	New	N/A	N/A	90.0	93.7	87.9			90.6	

42	% of tenants with more than 7 weeks gross rent arrears	BVPI 66b	3.00	3.84	3.39	2.80	2.83	3.01			2.92	Asst Director of Housing Operations. Performance is only slightly outside target, and well within top quartile.
43	% of secure tenants who have been served with Notice of Seeking Possession	BVPI 66c	31.04	17.23	13.55	29.00	7.21	9.15			16.51	Asst Director of Housing Operations. Performance is very close to target. Staff need to be aware of this and only issue notices when absolutely needed.
44	Number of active residents associations	Local Indicator	New	N/A	N/A	10	9	10			10	