

**STEVENAGE BOROUGH COUNCIL**

**COMMUNITY SELECT COMMITTEE  
MINUTES**

**Date: Wednesday, 2 November 2022**

**Time: 6.00pm**

**Place: Council Chamber, Daneshill House, Danestrete**

**Present:** Councillors: Sarah Mead (Chair), Alex Farquharson (Vice-Chair), Stephen Booth, Adrian Brown, Jim Brown, Nazmin Chowdhury, John Duncan, Wendy Kerby and Anne Wells

**Start / End** Start Time: 6.00pm  
**Time:** End Time: 7.58pm

**1 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

There were no apologies for absence.

There were no declarations of interest.

**2 MINUTES - TUESDAY 11 OCTOBER 2022**

It was **RESOLVED** that the Minutes of the meeting of the Community Select Committee held on 11 October 2022 be approved as a correct record and signed by the Chair.

**3 INTERVIEW WITH THE EXECUTIVE PORTFOLIO HOLDER FOR HOUSING & HOUSING DEVELOPMENT**

The Select Committee interviewed the Executive Portfolio Holder for Housing and Housing Development in respect of void properties.

The Chair referred to a series of questions she had asked in advance, and to which the Portfolio Holder had answered. These had been circulated to Members of the Select Committee, and the Chair stated that they would form the basis of any supplementary questions asked at the meeting.

The Portfolio Holder's (and officers') responses to a series of supplementary questions and statements included the following:

- there was a requirement for recruitment of both front line operatives and support staff to bring the repairs service back up to a full complement;
- it was planned to introduce a cyclical service of gutter cleansing in the near future, which was an example of enhancing the focus on planned/cyclical preventative maintenance works;
- statistics would be provided on the number of housing tenants who vacate properties without leaving any forwarding address details;

- the legalities of imposing a form of deposit system would be investigated, as would a possible incentive scheme to reward tenants for leaving a property in a decent condition;
- Repairs Team response times were monitored by the Executive on a quarterly basis. In terms of fencing, the Team was geared up to respond to fencing repairs e.g. a broken panel, rather than demands for the installation of replacement runs of fencing. The fencing policy would be reviewed. Officers were seeking to enhance the delivery of planned and cyclical maintenance through the HRA Business Plan, which would better maintain the assets, and reduce the reliance on the repairs service;
- in respect of benchmarking with comparable authorities with its own housing stock, it was confirmed that a meeting had been set up for this purpose with officers of Welwyn Hatfield District Council; and
- of the average of 80 voids per quarter, these properties were at various stages of review before repairs commenced (some jobs were carried out in-house and others by external sub-contractors). This was managed through the Northgate IT system, which was currently under review regarding data quality, inputting and reporting.

The Chair invited the Housing Operations Manager (Providing Homes) to give a short slide presentation on housing voids – refusal of Council houses. The Select Committee was advised that 57 general needs properties had been let between April and September 2022 (Quarters 1 and 2). Of these, 10 properties were refused by prospective tenants, some more than once.

The Housing Operations Manager (Providing Homes) explained the reasons for these refusals, including not meeting expectations; some areas were seen as less desirable; fear of heights and/or anti-social behaviour in high rise flat blocks; the poor aesthetic condition of properties (cleanliness, decorative state, condition of kitchens/bathrooms); no space for washing machine; garden too large to manage; and incorrect information available about the property.

The Housing Operations Manager (Providing Homes) stated that the focus on improvement to address some of the above issues would include the Investment Team reviewing the elements of each property; an updated Asset Management Strategy, targeting more funding through the HRA Business Plan towards cyclical/planned preventative maintenance works; Repairs Service review; increased tenancy audits; lettable standard review; re-engineering the lettings process; and benchmarking with a comparable housing stock holding authority.

In response to a question regarding Choice Based Lettings, the Portfolio Holder for Housing & Housing Development stated that this system had operated for the past 10-12 years. With regard to bidding on properties, the assisted bidding process was available for vulnerable groups, whereby applicants from these groups could be helped by officers. In extreme circumstances, the direct process could also be used.

#### **4 FEEDBACK FROM THE MEMBER SITE VISIT TO VOID PROPERTIES - 13 OCTOBER 2022**

The Select Committee considered a report providing feedback from Member site

visits to three void properties on 13 October 2022.

Although not a Member of the Select Committee, Councillor Julie Ashley-Wren, accompanied by Councillors Stephen Booth, Jim Brown (who had attended the second site visit to Homestead Moat) and officers, had visited these properties. The councillors provided feedback on these visits, which included:

- walls were not freshly painted – officers advised that it could cost up to £3,000 for a professional re-painting of the whole property, including the glossing of all the replaced internal doors, although it was reported by officers that it would be considerably less than this if the property was simply whitewashed. The amount of cleaning/re-decorating and repairs, including clearing the garden and property of extensive rubbish, replacement of all internal wooden doors, new bathroom and floor, toilet and replacement kitchen units and new ceiling required for the property visited in Homestead Moat had cost in the region of £13,000 so far;
- the Repairs service was understaffed for the number of voids coming through the system;
- the property visited in Homestead Moat needed a thorough cleaning out, with a shed that required removal;
- Councillor Ashley-Wren had visited a further property with the SDS Commercial & Contracts Manager. The garden at this property required extensive attention and officers had estimated that the cost of clearing the garden area and rectifying the interior was approximately £25,000;
- although new tenants were provided with a £250 decorating voucher, it was considered that the baseline condition of the properties they were moving into needed improvement (noting that the current Lettable Standard was part of the wider review); and
- there appeared to be cost-cutting involved in replacing items, for example replacing wooden fence posts with similar, rather than with concrete posts.

The Chair thanked the Members for their feedback. In opening the item for questions and discussion, the following emerged:

- officers agreed to look into the reasons and report back as to why one of the visited properties had been empty for over a year. In some void cases, the occupants may have moved out, but had not formally ended their tenancy;
- some ancillary items, such as the removal of the not fit for purpose shed identified at one of the properties, could be carried out after the new tenants were in situ, rather than holding up the letting process;
- it was confirmed that the Lettable Standard was in the process of being reviewed;
- officers advised that pre-void inspections and completion inspections were carried out. An issue picked up at the Homestead Moat property concerning defective-looking guttering, and damp inside the property, had not been indicative of a problem, although this would be double-checked;
- assurances were given that the properties would meet the current Lettable Standard by the time they were handed over to tenants;
- the void-letting process required revision, including a review of the Lettable Standard, following appropriate benchmarking;

- the Schedule of Rates for repairs and redecorating should be reviewed;
- the overall inspection regime should be improved. For example, there should be a requirement for non-Repairs Team operatives (Tenancy Officers, Gas Boiler engineers, etc.) to flag up issues relating to the condition of properties when they visited, and report them back to the Repairs Team;
- although it was acknowledged that potential occupants had to be educated in ways to look after their homes properly, although it was felt that this was the responsibility of families and schools rather than SBC, as there were no resources/finances to assist in this regard;
- it appeared obvious that the Repairs Team was under-staffed, and that the Council could not afford to match the pay offered by the Private Sector, which potentially increases the amount of works that had to be sub-contracted;
- the introduction of a higher Lettable Standard (and therefore higher costs) could equate to the need to increase rents, or even some form of tenants' deposit;
- there was a need to keep in touch with tenants on a regular basis, perhaps through newsletters; and
- officers had commenced work on process mapping to map a Voids repair from start to finish. The Operations Director agreed to share this process mapping information at the next meeting of the Select Committee.

## **5 UPDATE MAPPING EXERCISE DOCUMENT FOR HOUSING VOIDS REVIEW**

The Select Committee considered an updated mapping exercise document for the Housing Voids review.

In reply to a question from the Chair, the Operations Director advised that the intention would be report back to the January 2023 meeting of the Committee on a number of issues contained in the document, including re-engineering the letting process; a better definition of the thresholds for stand voids; and reviewing the lettable standards.

The Portfolio Holder for Housing & Housing Development acknowledged that up to date statistics would be vital to the work on improving the voids process, including within a certain timescale (say the previous 6 months) how many were standard voids and how many were major voids; and how quickly (typically) were voids turned around and brought back into use.

The Scrutiny Officer clarified that the mapping document was for the scrutiny review of voids, as distinct to any possible future mapping of the actual voids process.

## **6 URGENT PART 1 BUSINESS**

None.

## **7 EXCLUSION OF PUBLIC AND PRESS**

Not required.

**8 URGENT PART II BUSINESS**

None.

**CHAIR**