



RECORD OF CABINET PORTFOLIO HOLDER DECISION

Local Government Act 2000 and the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Decision Ref. No.	PH079
Decision made by	Portfolio Holder for Housing and Landlord Services
Decision Title	Housing Management Policies
Key decision?	Yes
Date of decision (same as date form signed)	20 December 2022
Name and job title of Officer requesting the decision	Michelle Howard Director for Housing and Communities (Deputy Chief Executive)
Officer contact details	mhoward@melton.gov.uk
Decision	To approve the following housing management policies: <ul style="list-style-type: none">• Income Management Policy• Tenancy & Leaseholder Engagement Policy• Asbestos Management Plan• Gas & Oil Management Plan• Fencing Policy
Background	A summary of the policies / plan is set out below: Income Management Policy Aims: <ul style="list-style-type: none">• To sustain tenancies by offering a fair and balanced approach to the collection of rental income, and to ensure that early intervention measures are adopted in all instances.• Ensure that possession action should be used as a last resort, and only where all other methods of intervention have failed.• And make sure that we provide a fair and consistent approach, whilst also being efficient and effective in its

approach.

Objectives:

- To prevent rent arrears accruing.
- To clarify the process for dealing with current tenant arrears.
- To summarise the assistance Melton Borough Council can provide for tenants to assist them with paying the rent and clearing their debts.
- To prevent homelessness and promote tenancy sustainment.

Tenant and Leaseholder Engagement Policy

To clarify commitments to ensure tenants and leaseholders have the opportunity to engage with and shape services. This policy sets out how it will support the Tenant & Leaseholder Engagement Framework

The policy firmly places our tenants and leaseholders at the very heart of our landlord services, and we recognise that their collaboration in co-creating, scrutinising, and improving our services is essential if we are to tailor, strengthen and improve what we do and offer value for money

To deliver this we need to hear, understand, learn from, and implement the tenant and leaseholders' voice. It is our most powerful vehicle for bringing about change and service improvement in a positive, planned, and proactive way.

Asbestos Management Plan

This plan sets out the arrangements and procedures for the safe management of Asbestos Containing Materials (ACMs) present in the residential accommodation units and the sheltered schemes owned, managed, and maintained by the Housing Department of the Melton Borough Council.

This AMP provides detailed advice for the safe management of the ACMs present in the individual residential units and the sheltered schemes, including the common and communal areas in these properties.

This Asbestos Management Plan has been prepared to comply with the legislative requirements detailed in a subsequent section of the document. More generally, the Plan has been prepared to comply with the Statutory requirements set out in the Health and Safety at Work etc. Act 1974 to protect the health, safety and welfare of all residents, employees, contractors, and consultants who may undertake maintenance and other building related works in the properties, and all other

persons who gain authorised access to the properties covered under the scope of this Asbestos Management Plan.

Gas and Oil Management Plan

This plan sets out the arrangements and procedure for the safe management of council homes with gas or oil heating installations that are owned, managed, and maintained by Melton Borough Council.

This plan provides detailed advice for the safe management of these systems including those in individual properties and sheltered schemes that have communal systems.

A main objective of this Plan is to ensure that controls of the highest standards are in place for all responsive and planned building related works and projects to ensure the safety, health, and wellbeing of all those who undertake the works, all those who may be affected by the work activities, principally the residents, and all others who may visit the properties on completion of the works. The document also details the Organisational Arrangements to ensure the objectives of this plan are achieved.

Fencing Policy

The aims of this policy are to:

- Set out clearly the obligations of both Melton Borough Council and its tenants and leaseholders in respect of fencing and boundaries at tenanted properties and communal areas.
- provide a framework by which a consistent application of the council's position on boundary responsibilities can be practiced by staff.
- To provide a means by which disputes can be resolved through the application of this policy.

Reason for Decision/Main Considerations

The Council is committed to delivering excellent homes and landlord services and is resolute in its commitment to being an effective and responsible landlord.

Having robust housing management policies is important in supporting the council to deliver high quality council homes and landlord services and to demonstrate compliance with statutory and regulatory requirements. Having clear and robust policies, procedures and operating arrangements also help to provide clarity to staff and to tenants and will provide assurance that the associated housing management processes and procedures

	<p>are transparent, robust, effective and can assist in the management of expectations and resolution of complaints.</p>
<p>Alternative options rejected</p>	<p>The Council could choose not to implement a suite of up-to-date housing management policies. This is not recommended as it would not support the Council in operating as an effective and responsible landlord. It would also risk exposing the Council to complaints, unclear tenant expectations and a lack of clarity for staff. Not having effective policies in place would not enable the council to demonstrate regulatory compliance and would not align with the Council's corporate commitment to excellent homes and landlord services.</p>
<p>Legal implications</p>	<p>Having robust housing management policies is important in supporting the council to deliver high quality council homes and landlord services and to demonstrate compliance with statutory and regulatory requirements.</p> <p>The main statutory requirements are set out in the Housing Act 1985, the Housing Act 1996, the Housing Act 2004 and the Localism Act 2011.</p> <p>The regulatory requirements are set in Consumer Standards of the Regulator for Social Housing and outline further expectations for social housing landlords to address within their tenancy policies especially for the management of mutual exchanges and successions.</p> <p>In discharging its duties, the Council is required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010.</p> <p>Assistant Director for Governance & Democracy – 21.12.22</p>
<p>Financial implications</p>	<p>The financial implications of not having these policies and plans in place is that we could be found at fault in court hearings or ombudsman complaints which could lead to fines, compensations awards and having to pay another party's court costs. Not having clear policies in place also makes it difficult to manage customer complaints effectively.</p> <p>The financial implications are minimal to the council in implementing all the policies and plans. The main implications will be on officer time in training staff so that they understand the processes they work within and the touch points in the policies they will be responsible for when it comes to implementation and when to refer on to a control measure.</p> <p>With regards to the Income Management Policy, the policy will provide greater clarity and focus to maximise rent collection and action taken to address non-payment. The policy seeks to:</p> <ul style="list-style-type: none"> • Prevent rent arrears accruing. • Clarify the process for dealing with current tenant arrears.

	<ul style="list-style-type: none"> Summarise the assistance Melton Borough Council can provide for tenants to assist them with paying the rent and clearing their debts. <p>Director for Corporate Services - 20.12.22</p>
Other implications	None
Background papers considered	Tenant and Leaseholder Engagement Framework HRA Business Plan HRA Asset Management Plan
Confidential Decision?	No
Call In Waived by Scrutiny Committee Chair?	N/A
Has this been discussed by Cabinet Members?	Yes
Cabinet Portfolio Holder Signature	Email approval received Councillor Ronan Browne Portfolio Holder for Housing and Landlord Services 20 December 2022
Declarations/conflict of interest?	None

ONCE SIGNED, THIS FORM MUST BE HANDED TO DEMOCRATIC SERVICES IMMEDIATELY.

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Form Received	21 December 2022	
Date published to all Councillors	22 December 2022	
Call In Deadline	29 December 2022	