



Melton
Borough
Council

Landlord Assurance Board

13th February 2025



Welcome to Stewart Bailey

- Stewart is our new **Housing Asset Manager**.
- He joined our team in January 2025 and joins us from Northamptonshire Partnership Homes.
- Very quickly settled in and making a difference to our team.



Actions and Updates

Actions from the previous meeting (7th November 2024):

1. Provide an overview of the approach to access properties where this has been a repeat issue (both for repairs / H&S and for stock condition surveys) **In progress**
2. Vikki to share template to self-assess against Grenfell Phase 1 recommendations / Chris to carry out MBC self-assessment **In progress**
3. Undertake self-assessment against Housing Ombudsman spotlight report on Attitudes, Rights and Respect **Not yet started**
4. Work with tenant board members to create a code of conduct / set of tenant expectations for contractors **In progress**

Actions not yet complete from previous meetings:

1. 22nd July 2024: Create a simple guide to the Housing Service Plan **Not yet started**

Note: Action tracker in agenda pack



Purpose and Scope of the Landlord Assurance Board: A Reminder

Rationale:

Whilst the Council has well established mechanisms to monitor performance, risk and compliance, it is important to draw together the various strands of the landlord service that collectively demonstrate how the Council operates and performs as a landlord so that these can be considered together, enabling collective awareness of this key agenda, whilst also supporting continuous improvement.

Purpose of the Board:

To ensure collective awareness and visibility relating to regulatory assurance, financial resilience, risk management, performance and compliance on all matters relating to being an effective landlord.

A partnership of equals, where everyone has a voice



Purpose and Scope of the Landlord Assurance Board: A Reminder



The board will receive information and updates relevant to:



Performance, risk and compliance and progress updates on any improvements or remedial actions required.



Performance and benchmarking information, to support continuous improvement.



Complaints management and monitoring, including annual self-assessment, trends and insights and continuous improvement.



Tenant voice, ensuring this is embedded and being reflected in the decisions and service improvements that are made, including learning from tenant satisfaction measures.



Effective planning and delivery of the requirements of the Social Housing Regulation Act and any other associated legal and regulatory requirements.



Delivery of commitments and strategic action plans relating to the Council's Landlord service, including Asset Management Plan, HRA Business Plan and Affordable Housing Development Plan.



HRA budget and Capital Programme spending, delivery of agreed programmes/projects, ensuring budget spending is within acceptable parameters and that the HRA remains financially resilient.



Governance, Assurance and Oversight



Areas of focus include:



Consumer Regulation and Outcomes for Tenants

Action plan and progress update
“Commitments to tenants”



Performance and Complaints

Performance and complaints summary Q3
Internal Audit: Landlord Health and Safety 23/24
Tenant Satisfaction Sector Analysis 23/24



Financial Update and Budget Setting 25/26

Budget overview 25/26
Capital programme 25/26
Resourcing for the future: structure change



Annual Report of the Landlord Assurance Board

Timeline
Reflections and key points for inclusion



Consumer Regulation and Outcomes for Tenants



Overview of work so far

- Our **action plan** has been included in the agenda pack. It provides an overview of progress on the four key improvement areas linked to our C2 regulatory judgement:
 - Turning up the volume of tenant voice
 - Knowing our tenants (tenant data)
 - Improving transparency of (and access to) performance information (performance and complaints)
 - ASB case management system and reporting

- Council officers are also meeting colleagues from the Regulator for Social Housing (RSH) on a regular basis (monthly initially, moving to quarterly). The last meeting was on 28th January.

- Scope to update action plan if things arise from ongoing assessment against the consumer standards (HQN toolkit) and individual issues.
 - *Note: Regarding the rent statement issue that was discussed last time, this has been discussed with the RSH who confirmed this is not a regulatory issue. It has been added to our action plan to track progress and resolution.*





Progress Update: Turning up the volume of tenant voice



Scrutiny Committee
Thursday, 6th March 2025

Landlord Assurance Board, Annual Report 24/25

Report Author:	Christopher Flannery , Assistant Director for Housing Quality, Development and Landlord Services, Michelle Howard , Director for Housing and Communities (Deputy Chief Executive)
Chief Officer Responsible:	Michelle Howard , Director for Housing and Communities (Deputy Chief Executive)
Lead Member/Relevant Portfolio Holder	Leader of the Council & Portfolio Holder for Housing, Leisure & Landlord Services
Corporate Priority:	High Quality Homes and Landlord Services
Wards Affected:	All
Date of consultation with Ward Member(s):	N/A
Exempt Information:	No



Progress Update: "Turn up the volume of tenant voice"

Our Commitment to Tenants (Outcomes for tenants)

"Tenants' voices will be heard, they will be given an enhanced opportunity to engage on service improvement and scrutinise services"

Strategic / organisational impact

- To ensure that policies, decisions, changes and service delivery arrangements are influenced by tenants.
- To ensure that tenants have access to the right information at the right time and have opportunities to scrutinise our performance and service delivery.
- Increased percentage of tenants who feel that we listen to their views and act upon them.

Actions completed

- TPAS are reviewing our current arrangements.
- Tenant involvement on the Landlord Assurance Board.
- We have created a proactive engagement plan for the year.
- Tenant engagement is now built into standard decision-making templates.
- Relaunch of Your Voice, Your Choice – terms of reference agreed / relaunch March 2025.



Progress Update: "Turn up the volume of tenant voice"

Evidence of impact (so far)

- Co-designed arrangements for tenant engagement group: Your Voice, Your Choice
- Tenant involvement on the Landlord Assurance Board is changing the relationship between tenant and landlord, increasing tenant voice in holding us to account and has led to tenant led work being undertaken (code of conduct for contractors).

Next Steps

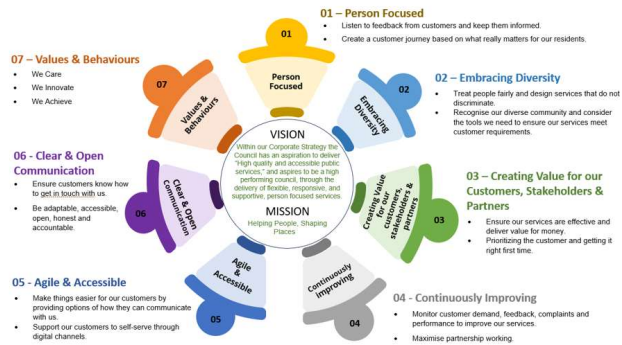
- Following discussion at the last LAB we are now working with engaged tenants to create a code of conduct for staff and contractors
- Engage with tenants via events planned over next twelve months, seeking their views on the services that we provide
- Conclude TPAS review and enhance services based on their feedback, together with a review of the requirements for accreditation.





HW & Lincs

Progress Update: Knowing Our Tenants



Progress Update: Knowing our tenants

Our Commitments to Tenants (Outcome for Tenants)

“Services will be designed to suit our tenants own unique, diverse needs”

“Communication with tenants will be meaningful, effective and relevant to tenants’ contact preferences”

Strategic / organisational impact

- To ensure that policies, decisions, changes and service delivery arrangements are shaped by our tenant demographic.
- To strengthen our assessment of equality and diversity impacts based on a deeper understanding tenants' needs and protected characteristics.
- To ensure we have confidence that communication is reaching tenants more effectively.
- To see a positive improvement in tenant satisfaction including around communication with us as a landlord (keeping tenants informed).



Progress Update: Knowing our tenants

Actions completed

- Tenant data project - we now know what data we would like to collect and how it will enhance our approach.
- We are in the process of designing a computer system to store the data and keep it up to date.
- Customer journey principles agreed for the whole council
- Progress reporting to project management board (Helping People Board)
- Assessed 23/24 TSM outcomes and mapped key improvements areas – informing our work now
- Next TSM survey underway, with plans for more frequent surveys in place

Evidence of impact (so far)

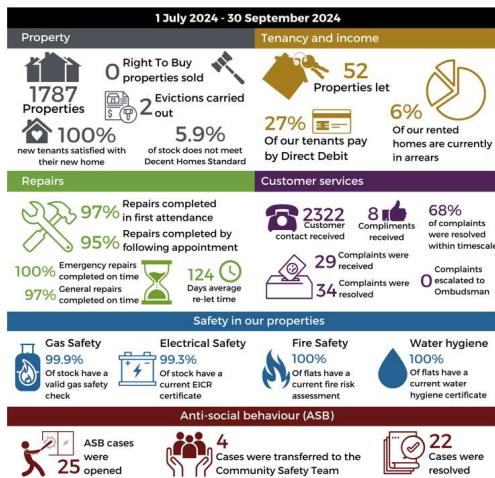
- None at this stage

Next steps

- Our next step is to start to map out the processes that we will use to collect data and keep it up to date.
- System configuration to ensure we can store and use the data.
- Collect data to enable profiling and communication based on preferences.
- Review TSM outcomes and develop action plan to improve where needed



Progress Update: Improving Transparency of (and access to) Performance Information



facebook



Tenant satisfaction measures



Progress Update: Improving transparency of (and access to) performance information

Our Commitments to Tenants (Outcomes for Tenants)

“Tenants will have access to clear and understandable information at the right time to know how we are performing and to be able to hold us to account”

“Tenants will have clear and easy ways to ask questions about how we are performing or raise concerns”

Strategic / organisational impact

- To ensure that tenants understand how we are performing.
- To demonstrate good practice in line with the Complaints Handling Code (Housing Ombudsman)
- To improve tenant understanding and satisfaction of the safety of their homes and the quality of services we provide.



Progress Update: Improving transparency of (and access to) performance information

Actions completed

- We have now improved the way that we record complaints data so we can report on more areas.
- Areas of the compliance report have been updated for transparency (smoke and CO detection and asbestos).

Evidence of impact

- None at this stage

Next steps

- We will introduce a new complaints performance report in April to cover the last quarter of 2024/25.
- A review of the compliance report is underway to simplify it and make it more transparent.
- We hope to have a new computer system for complaints in place later in the year.



Progress Update: ASB case management system and reporting



REPORT ASB

**Everyone has the right to feel safe in our community.
Always report anti-social behaviour.**

Report to the council:
🌐 www.melton.gov.uk/asb
📞 01664 502 502

Report to the Police:
🌐 www.leics.police.uk/reportcrime
📞 101



**Leicestershire
Police**
Protecting our communities



Progress Update: ASB Case Management system and reporting

Our Commitments to Tenants (Outcomes for tenants)

“Tenants will have a clear and consistently applied ASB policy and case management arrangements”

“Tenants will have a clear understanding of how to report ASB and how their cases will be managed, including taking an incremental approach”

“Tenants will have ways to feedback on their satisfaction with the way their case was managed and resolved”

“Tenants will have access to clear and understandable information at the right time to know how we are performing and to be able to hold us to account”

Strategic / organisational impact

- Ensure we have confidence and can evidence that our policy is being consistently applied to all ASB cases
- Ensure we have the ability to review performance around ASB, including real time satisfaction, to help shape future improvements and service delivery
- Improved tenant satisfaction with our handling of their cases
- Coherent and robust partnership approach to case management across Housing, Safer Communities teams and partners (inc. police)
- Ability to myth bust and to have clear and coherent communication methods for information about ASB and Envirocrime



Progress Update: ASB case management system and reporting

Actions completed

- Discussion with Your Choice tenant group on ASB and incremental approach
- Signage and information updated in housing schemes / communal areas
- Project change to enable partnership implementation of ECINS with Safer Communities and Police (system for the whole of Leicestershire)
- Developed a tenant satisfaction survey for ASB case handling

Evidence of impact

- Significant collaboration leading to closure orders / county lines disruption

Next steps

- We will be moving towards using the same computer system for ASB as our other partners across Leicestershire. This will help us to share information with others and will strengthen our joint working with our Safer Communities Team
- The new system will include the ability to show how we are performing. As part of this we are also launching a resident satisfaction survey for ASB cases



Performance and Complaints



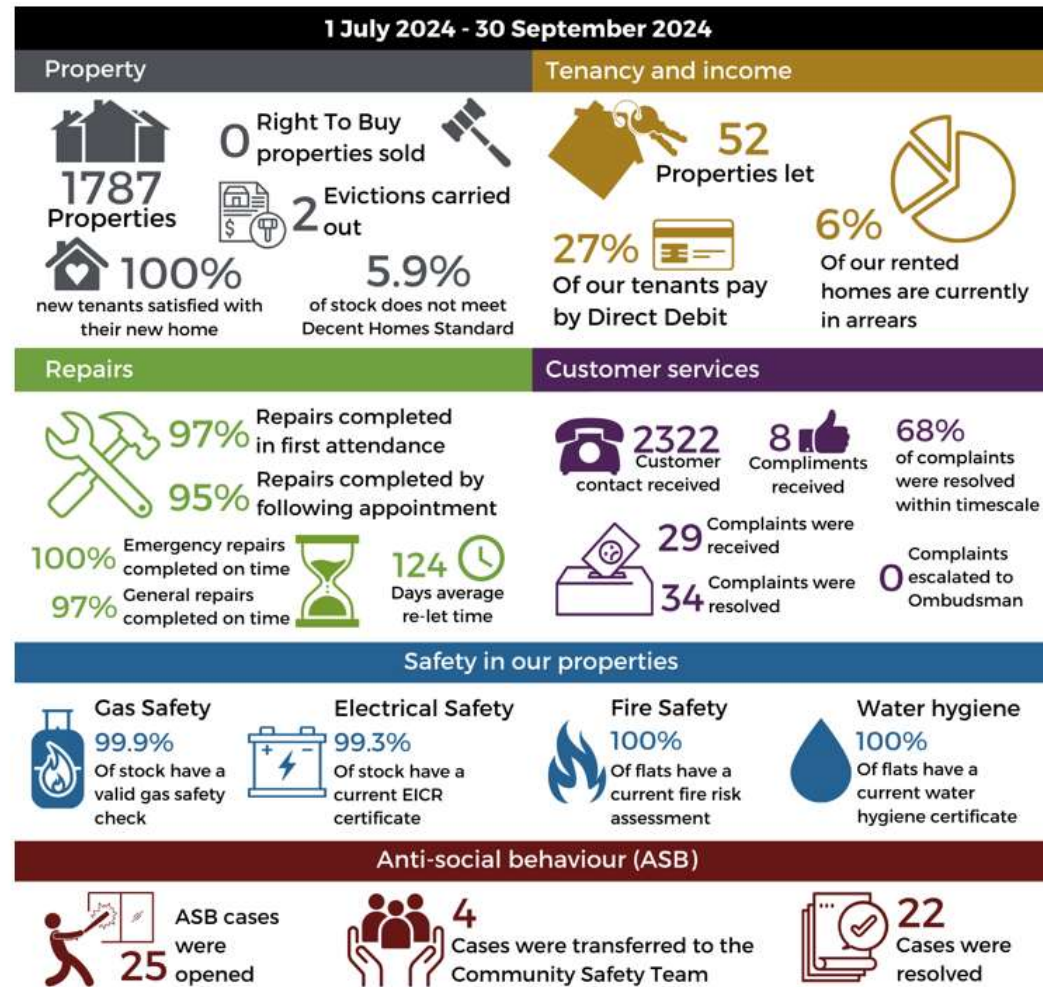
Performance

- Performance management system is being updated (Pentana)
- Dashboard in agenda pack is the latest version, but internal data completion deadlines mean that some Q3 data is missing (and data validation has not yet taken place) – not yet reported through formal reporting process
 - Note: no current areas of concern (but focus remains on voids and income collection)
 - Note: We will update the dates for LAB meeting to ensure all data available
 - Note: We will also explore 'real time' inputting of housing data
- Monthly health and safety dashboards provide real time compliance assurance (October, November and December dashboards in the agenda pack)
- Annual landlord health and safety health check: internal audit – substantial assurance
- TSM 23/24 sector analysis included in agenda pack. TSM data has shaped our recent work
- TSM targets are in the process of being set – we should strive for continuous improvement



Performance

- Quarterly performance information being added to our website
- Information in newsletters and annual reports
- Updates to Your Voice, Your Choice Group
- How else to ensure tenants have access to this information?



Complaints/Compliments – Quarter 3

- Compliments Received: 5
- Complaints Received: 22

	October	November	December
Stage 1 complaints	9	7	6
Stage 2 complaints	1	2	0 (2)
Property Stock	1787	1787	1787
Total Stage 1/2 received in month per 1,000 props	5.60	5.04	3.36

Stage 1 complaints: 22

- Tenancy Management / Housing & Neighbourhoods: 10
- Housing Repairs: 12

Stage 2 complaints: 5

- Tenancy Management / Housing & Neighbourhoods: 2
- Housing Repairs: 3

Period: Quarter 3 (October to December 2024)



Complaints/Compliments – Quarter 3

Complaints Upheld:

Of the 22 **Stage 1 complaints** received in Q3, three were upheld and four were partially upheld - 32% upheld

- Tenancy Management / Housing & Neighbourhoods: four upheld/partially upheld out of the ten received (40% upheld)
- Housing Repairs: three upheld/partially upheld out of the twelve received (25% upheld)

Of the 5 **Stage 2 complaints** received in Q3, two were upheld, two were partially upheld and one was not upheld – 80% upheld

- Tenancy Management / Housing & Neighbourhoods: two upheld/partially upheld out of the two received (100% upheld)
- Housing Repairs: two upheld/partially upheld out of the three received (67% upheld)

Period: Quarter 3 (October to December 2024)



Finance Update and Budget Setting 25/26



HRA Budgets for 25/26

Note: Budget proposals are subject to approval from Council

- Governed by the Housing Act 1989. HRA = Housing Revenue Account. HRA is a ringfenced account and cannot be used to fund activities outside of the HRA
- Duty to review and, if necessary, revise budgets to avoid a deficit position
- Rents will increase at the rate approved by Government: CPI + 1% (equates to 2.70% increase)
- Rent arrears performance significantly improved – “most improved in the sector” (Housemark)

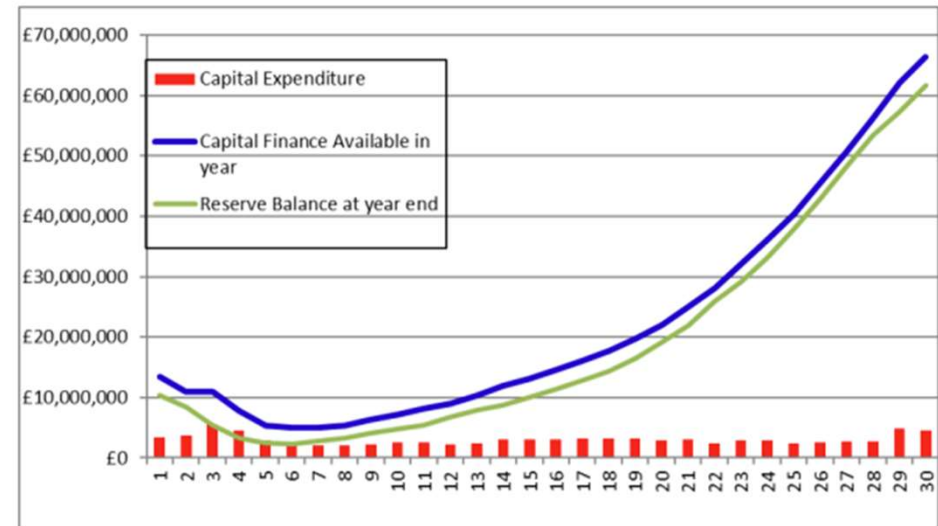
Quarter 3 rent performance comparison			
	2022/23	2023/24	2024/25
Arrears balance	£675, 986	£694,653	£502,070
% arrears as a % of total rent roll	Not collected	8.78%	5.89%
% rent collected	93.7%	95.52%	99.55%



HRA Budgets for 25/26

Note: Budget proposals are subject to approval from Council

- HRA remains in a financially sustainable position, creating scope for investment in tenants' homes and ability to match fund energy efficiency programme
- Service review leading to proposed additional investment in tenancy services function:
 - Stabilise structure
 - Maximise income
 - Accelerate regulatory linked projects



HRA Budgets for 25/26

Note: Budget proposals are subject to approval from Council

- 5 year rolling **capital programme**, in line with Housing Asset Management Plan (HAMP): direct investment in tenants' homes. Significant investment planned for 25/26 and strong track record for delivery



Total Investment Planned

£5,346,000

Note: In 24/25, underspend of £53k projected representing successful capital programme delivery



Investing in Tenants' Homes in 25/26



94 homes: new bathrooms



137 homes: new windows and doors



5 non-traditional homes upgraded (recladding)



3 homes created by converting under-utilised community rooms



42 garages: improved and ready for re-let



45 homes: new kitchens



60 homes: rewiring



14 homes: re-roofing



40 homes: replacing storage heaters with gas heating



12 flats to benefit from roofing project (New Street)



56 homes: central heating systems



80 homes: insulation fitted (energy efficiency upgrade)



102 homes: boiler replacements



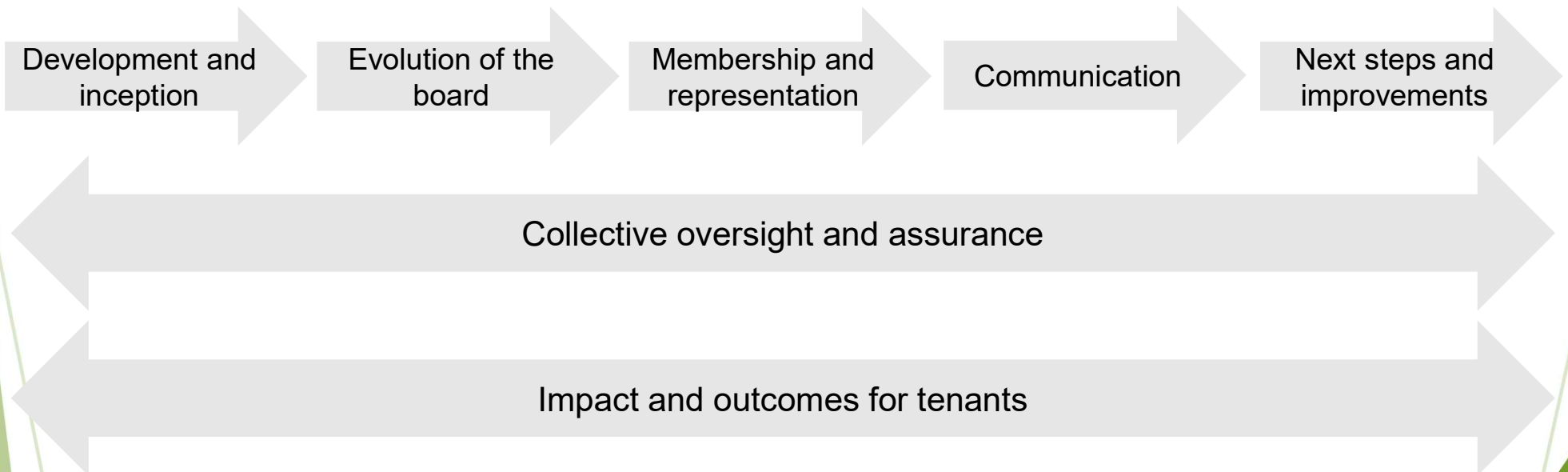
Digital switchover: Sheltered Housing Schemes



Lift Upgrades: Wilton Court, Bradgate Court



Annual Report of the Landlord Assurance Board



Break



Sector Insights and Learning



Consumer Standards: Local Authority Outcomes and Shared Learning

29 Consumer Standards judgements for Local Authorities so far:

C1
Grade
x1
(ALMO)

C2
Grade
x9

C3
Grade
x17

C4
Grade
x2



Awaab's Law and HHSRS



“From October, Awaab’s Law will force landlords to fix damp and mould as well as carry out emergency repairs. We will then take a step-by-step approach to make the law stronger over time so that landlords will be legally required to fix all dangerous hazards from 2027...

These repairs will have to be delivered within set timescales to ensure that landlords are meeting their responsibilities...

The law is a lasting legacy to two-year-old Awaab Ishak, who tragically died after being exposed to mould at his Rochdale home in December 2020”

HM Government, 6th Feb 2025



Awaab's Law and HHSRS

Phased approach to implementation, described as a 'test and learn' approach:

- From October 2025 social landlords will have to address damp and mould hazards that present a significant risk of harm to tenants to fixed timescales.
- From October 2025 social landlords will also have to address all emergency repairs including for damp and mould or other hazards as soon as possible and within no longer than 24 hours.
- In 2026, requirements will expand to apply to a wider range of hazards. In addition to damp and mould, the hazards we expect to extend Awaab's Law to in this second stage of implementation include excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazards.
- Then in 2027, the requirements of Awaab's Law will expand to the remaining hazards as defined by the HHSRS (excluding overcrowding). The full list of hazards can be found in schedule 1 to [the Housing Health and Safety Rating System \(England\) Regulations 2005](#)
- Overview of our preparations and readiness



Looking ahead to further reforms:

Further reforms expected over the coming years:

- Introduction of powers through the Renters' Rights Bill to extend Awaab's Law to the private rented sector. The Government intends to consult on how to apply Awaab's Law to privately rented homes in a way that works for the sector and is fair and proportionate for tenants and landlords
- Consultation on a new Decent Homes Standard and minimum energy efficiency standards, to ensure tenant's homes are made safe, warm, and free from disrepair
- Legislation which will require social landlords to carry out electrical safety checks at least every five years, as well as mandatory appliance inspections on all electrical appliances that are provided by the landlord.



Knowing Our Stock, Knowing Our Tenants



Knowing our Stock: Updates on...



- Key delivery of the Housing Asset Management Plan
- Social Housing Decarbonisation Fund
- Stock condition survey: Annual 20% (rolling survey)
- Planning for the future: ageing population



Knowing our Tenants: Updates on...



- Tenant Satisfaction Survey 24/25 (mid point update)
- Relaunch of 'Your Voice, Your Choice' 18th March
- Tenant Newsletter
- Draft engagement plan

