

Special Overview and Scrutiny Committee

TUESDAY, 29TH JULY, 2008 at 19:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE. **PLEASE NOTE START TIME**

MEMBERS: Councillors Bull (Chair), Adamou (Vice-Chair), Aitken, Alexander, Dodds, Egan and Winskill

Co-Optees: Ms. F. Kally plus 2 Vacancies (parent governors), L. Haward plus 1 Vacancy (church representatives)

AGENDA

1. WEBCASTING

Please note: This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chair will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.

Generally the public seating areas are not filmed. However, by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the Committee Clerk at the meeting.

2. APOLOGIES FOR ABSENCE

3. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. Late items will be considered under the agenda item where they appear.

4. DECLARATIONS OF INTEREST

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

5. CALL-IN OF THE CABINET ITEM REGARDING SERVICE IMPROVEMENT INITIATIVES FOR LEASEHOLDERS (PAGES 1 - 40)

- i) Report of the Monitoring Officer
TO FOLLOW
- ii) Report of the Director of Urban Environment
TO FOLLOW
- iii) Appendix (For information only):
 - a) Copy of the 'call in'
 - b) Draft minutes of meeting of the Cabinet of 15 July 2008 (Subject to confirmation by the Cabinet)
 - c) Service Improvement Initiatives for Leaseholders report from the Cabinet of 15 July 2008.

A decision on the above item was taken by the Cabinet on 15 July 2008. The decision has been called in, in accordance with the provisions set out in the Constitution, by Councillors Wilson, Gorrie, Whyte, Weber and Oatway.

The Overview and Scrutiny Committee is requested to decide what further action it wishes to take regarding the Call In.

The Overview and Scrutiny Committee may deal with the Call-In in one of three ways:

- i) The Overview and Scrutiny Committee may decide not to take any further action, in which case the decision is implemented immediately.
- ii) The Overview and Scrutiny Committee may decide to refer the decision back to the decision taker, in which case the decision taker **has 5 working days** to reconsider the decision before taking a final decision.
- iii) The Overview and Scrutiny Committee may decide to refer the decision to Full Council.

It is proposed that consideration of this item be structured as follows:

- (i) A brief outline by the above Members on the reasons for the Call In.
- (ii) Response by the Cabinet Member for Housing.
- (iii) Debate by Members on action to be taken.
- (iv) Decision.

Note: Under Standing Order 32.6 no other business shall be considered at the meeting.

Yuniea Semambo
Head of Local Democracy & Member Services
River Park House
225 High Road
Wood Green
London N22 8HQ

Jeremy Williams
Principal Committee Co-Ordinator
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22 July 2008

'CALL IN' OF DECISIONS OF THE CABINET

This form is to be used for the 'calling in' of decisions of the above bodies, in accordance with the procedure set out in Part 4 Section H.2 of the Constitution.

TITLE OF MEETING	The Cabinet
DATE OF MEETING	15 th July 2008
MINUTE No. AND TITLE OF ITEM	CAB35

1. Reason for Call-In/Is it claimed to be outside the policy or budget framework?

The proposal is not considered to be outside the budget/policy framework. However:

- It is unacceptable that the Council is proposing a fundamental change in leaseholder charging without a full consultation of all leaseholders.
- The Council's consultation to date has not fully explained to leaseholder groups the nature of the proposals.
- The changes to the payment options will result in leaseholders being worse off than under the current system.
- The report focuses solely on the advantageous financial implications to the Council – 15.9 shows "The main advantages that these changes will bring are: (i) Maximising cash flow...Discount for payment in full will help reduce the Council's borrowing costs.."
- A leaseholder should not be required to pay for work before it has been completed – the report gives no detail to the remit of the leaseholder if work is not carried out to a satisfactory level.
- Making such a significant change at a time when charges to leaseholders will change significantly due to the Decent Homes project is not appropriate.


2. Variation of Action Proposed

The Overview and Scrutiny Committee should exercise its scrutiny powers to refer the decision back to the Cabinet for reconsideration of the following:




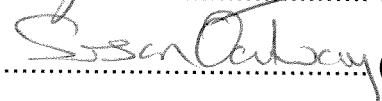
- To fully consult all leaseholders on the proposals.
- Following consultation – to re-examine payment options to reflect

leaseholders' views and to provide leaseholders with clear financial benefits.

Signed:

Councillor:  (Please print name): RICHARD WILSON

Countersigned:

1. Councillor:  (Please print name): R.S.A. SORRIE
2. Councillor:  (Please print name): MONICA WHYTE
3. Councillor:  (Please print name): LYN WEBER
4. Councillor:  (Please print name): SUSAN OATWAY

Date Submitted:

Date Received :

(to be completed by the Non Cabinet Committees Manager)

Notes:

1. Please send this form to:
Clifford Hart (on behalf of the Proper Officer)
Non Cabinet Committees Manager
7th Floor
River Park House
225 High Road, Wood Green, London N22 8HQ

Fax: 020 8489 2660
2. This form must be received by the Non Cabinet Committees Manager by 10.00 a.m. on the fifth working day following publication of the minutes.
3. The proper officer will forward all timely and proper call-in requests to the Chair of the Overview and Scrutiny Committee and notify the decision taker and the relevant Director.
4. A decision will be implemented after the expiry of ten working days following the Chair of Overview and Scrutiny Committee's receipt of a call-in request, unless a meeting of the Overview and Scrutiny Committee takes place during the 10 day period.
5. If a call-in request claims that a decision is contrary to the policy or budget framework, the Proper Officer will forward the call-in requests to the Monitoring Officer and /or Chief Financial Officer for a report to be prepared for the Overview and Scrutiny Committee advising whether the decision does fall outside the policy or budget framework.

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TUESDAY, 15 JULY 2008**

Councillors Meehan (Chair), *Reith (Vice-Chair), *Adje, *Amin, *Basu, *Canver, *Haley, *B. Harris and *Santry.

*Present

Also Present: Councillor Allison, Engert, Jones, Newton and Wilson.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
CAB24.	<p>APOLOGIES FOR ABSENCE (Agenda Item 1):</p> <p>An apology for absence was submitted by Councillor Meehan. In the absence of the Chair, the Vice Chair took the Chair.</p> <p>(Councillor Reith in the Chair)</p>	
CAB25.	<p>DECLARATIONS OF INTEREST (Agenda Item 3):</p> <p>Councillor Haley – Items 8 Financial Planning and 20 Adoption of Revised North London Joint Waste Strategy (see below)</p> <p>Councillor Reith – Item 15 Service Improvement Initiatives for Leaseholders (see below)</p> <p>Councillor Santry – Item 19 New Approach to Consultation for the Extension of Controlled Parking Zones (see below)</p>	HLDMS
CAB26.	<p>MINUTES (Agenda Item 4):</p> <p>RESOLVED:</p> <p>That the minutes of the meeting of the Cabinet held on 17 June 2008 be confirmed and signed.</p>	HLDMS
CAB27.	<p>THE COUNCIL'S PERFORMANCE - APRIL/MAY 2008 (Joint Report of the Chief Executive and the Chief Financial Officer – Agenda Item 7):</p> <p>Arising from consideration of paragraph 18.4 concern was expressed about the further deterioration of the fabric of the Muswell Hill Library building which might occur if the refurbishment there was delayed. We noted that the works were to be funded from a capital receipt which was not now expected in 2008/09 as a result of which the expenditure profile would have to be re-phased to 2009/10.</p> <p>Reference was made to the proportion of 16-18 year olds not in education, employment and training (NEETS) and in particular to the increased level of 'Not Knowns'. We were informed that in overall terms the number of NEETS had reduced significantly and that because of the high levels of mobility of some Haringey residents the level of 'Not</p>	

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	<p>Knowns' always tended to be high. Difficulties remained with regard to NEETS generally but a number of measures were being implemented by Connexions.</p> <p>Disquiet having been voiced about the rate of issue of Special Educational Needs statements we were advised that the basis of the target had changed and now involved much consultation between officers and parents. However the Service was now moving towards a new target.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the report and the progress against Council priorities as shown in Appendix 1 to the interleaved report be noted. 2. That approval be granted to the virements as set out in Appendix 2 to the interleaved report. 	CFO
<p>CAB28.</p>	<p>FINANCIAL PLANNING 2009/10 – 2011/12 (Joint Report of the Chief Financial Officer and the Director of Corporate Resources – Agenda Item 8):</p> <p>Arising from paragraph 10.4.3, Councillor Haley declared a personal interest in the report by virtue of being a member of the North London Waste Authority.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the financial position for planning purposes as outlined in the interleaved report. 2. That the budget changes and variations as set out in the interleaved report be approved. 3. That approval be granted to the proposed business planning process as detailed in the interleaved report. 	<p>DCS/ CFO</p> <p>DCS/ CFO</p> <p>DCS/ CFO</p>
<p>CAB29.</p>	<p>LOCAL AREA AGREEMENT (Report of the Assistant Chief Executive (Policy, Performance, Partnerships and Communications) – Agenda Item 9):</p> <p>Clarification was sought of the status of the figures shown against Indicator No. 154 – Net Additional Homes Provided and we were advised that the target figure of 680 units (with 340 of social housing) was a London Plan target which the Integrated Housing Board would monitor while the other figures shown of Haringey's projected additional units were local targets only and might be subject to change.</p> <p>RESOLVED:</p> <p>That approval be granted to the report, including the changes made to the final selection of national indicators within the</p>	ACE- PPPC

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	2008/08-2010/11 Local Area Agreement and the negotiated targets for the three year period, as set out in Appendix A thereto.	
CAB30.	<p>EQUALITY IMPACT ASSESSMENT: END YEAR 2007/08 (Report of the Assistant Chief Executive (Policy, Performance, Partnerships and Communications) – Agenda Item 10):</p> <p>RESOLVED:</p> <p>That the schedule of impact assessments carried out in 2007/8 be noted and approval granted to the areas identified for impact assessment in 2008/9.</p>	ACE-PPPC
CAB31.	<p>ANNUAL SCHOOL PLACE PLANNING REPORT (Report of the Director of the Children and Young People’s Service – Agenda Item 11):</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the following working priorities as set out below with the recommendations arising from this work being presented to the Cabinet in July 2009 – <ul style="list-style-type: none"> • to develop plans and demographic data during the autumn of 2008 to ensure the potential PAN reinstatements are still required by 2010 and plans are in place to allow this to happen if necessary. • consultation on increased capacity at Rhodes Avenue primary school for September 2011 • an update on the proposed additional provision around Tottenham Hale • monitoring the demand for school places in the Wood Green area • continue to work with colleagues on SEN data and projections • continue to work with colleagues on post 16 projections 2. That the consultation on the possible expansion of Rhodes Avenue primary school in the west children’s network to create an additional form of entry be endorsed and that a further report to Cabinet in January 2009 on the outcome of the consultation and to determine whether statutory notices are published. 3. That approval be granted to the consultation on additional school capacity around Tottenham Hale be carried out from September 2009. 4. That approval be granted to an additional school place planning principle arising from the recent Primary Strategy consultation. 3. That a further report on school places be presented in July 	<p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p>

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	2009.	
CAB32.	<p>ADULT, CULTURE AND COMMUNITY SERVICES ANNUAL COMPLAINTS REPORT 2007/08 (Report of the Adult, Culture and Community Services – Agenda Item 12):</p> <p>In response to a question about the low number of suggestions received, we were informed that ways to address this issue were being considered and that suggestions also came via other routes including some ‘complaints’ received which were, in fact, suggestions.</p> <p>RESOLVED:</p> <p>That the Adult Social Care Annual Complaints Report, the performance for 2007/08 and the proposed initiatives for performance improvements be noted.</p>	DACCS
CAB33.	<p>RESPONSE TO SCRUTINY REVIEW OF ACCESS TO SERVICES FOR OLDER PEOPLE (Report of the Adult, Culture and Community Services – Agenda Item 13):</p> <p>Clarification was sought of whether action would be taken on Recommendations 2 and 5b of the Scrutiny Review that representations be made to the Department of Health to encourage more funding to allow the Council to support the low and moderate bandings of Fair Access to Care Services in line with the well being agenda, and also for Direct Payments to be extended to health care services.</p> <p>Confirmation was also sought that Recommendations 11 and 14 which had been referred to the Primary Care Trust would be followed up.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the response to the Scrutiny Review of Access to Services for Older People as set out in the interleaved report and the Appendices thereto. 2. That representations be made to the Department of Health on the matters detailed above subject to the Direct Payments for health care services proposed not including disability benefits. 3. That the Cabinet Member for Adult Social Care and Well Being pursue with the Haringey Teaching Primary Care Trust the Scrutiny Review’s recommendations 11 and 14 concerning the GP referral scheme and proposals for improving foot health in Haringey respectively. 	DACCS DACCS DACCS
CAB34.	<p>HARINGEY REGENERATION STRATEGY - DRAFT DELIVERY PAN (Report of the Director of Urban Environment – Agenda Item 14):</p> <p>Our Chair agreed to admit the report as urgent business. The report was late because of the need to complete consultations. The report was too</p>	

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	<p>urgent to await the next meeting because the report was on the Forward Plan and to defer consideration would delay acting on the matter.</p> <p>RESOLVED:</p> <p>That approval be granted to the draft Delivery Plan for Haringey's Regeneration Strategy as set out in the interleaved report and the Appendix thereto.</p>	DUE
<p>CAB35.</p>	<p>SERVICE IMPROVEMENT INITIATIVES FOR LEASEHOLDERS (Report of the Director of Urban Environment – Agenda Item 15):</p> <p>In response to a question about billing in advance for major works and also about ensuring the quality of work, it was confirmed that there had been a positive response from leaseholders about the concept of advance payment and that work carried out as part of the Decent Homes programme would be carried out to a high standard and would be subject to inspection.</p> <p>In response to a further question about conditions for granting leaseholders permission to install windows and doors we noted that one of the conditions was that those installed would have to meet design requirements. Concern having been expressed about how this requirement would be enforced, the Cabinet Member for Housing agreed to take this matter back to the Homes for Haringey Board.</p> <p>RESOLVED:</p> <p>That approval be granted to:</p> <ol style="list-style-type: none"> 1. The commencement of billing in advance for major works in order to improve the cash flow to the Council by bringing forward the start date for the receipt of payments by up to 18 months; 2. The provision to leaseholders of a higher discount (5%) for payment in full in order to provide an incentive to pay in full at the start of work, since they were only obliged to pay in instalments; 3. The provision of instalment periods of up to 3 years (including the 18 month advance billing period referred to above) on an interest-free basis; 4. Proposals to allow Interest only loans and a voluntary charge against the property; 5. Leaseholders being allowed to install and maintain their own windows and external doors in agreed circumstances and on a case by case basis; and 6. Leaseholders being enabled to benefit from the volume discounts available from the Decent Homes Programme (DHP) supply chains in respect of kitchen and bathroom units. 	DUE
<p>CAB36.</p>	<p>HARINGEY'S HOMELESSNESS STRATEGY 2008 – 11 (Report of the</p>	

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Director of Urban Environment – Agenda Item 16):

Our Chair agreed to admit as urgent business. The report was late because of the amount of time and work involved in consulting on, and writing, this important multi agency Strategy. A key element of the Homelessness Strategy was the Action Plan which had taken longer than expected to complete. The report is too urgent to await the next meeting because the Homelessness Act 2002 placed a statutory obligation on all local authorities to undertake a review of homelessness and produce a homelessness strategy at least once every five years. Haringey's last Homelessness Strategy was published in July 2003. Therefore the new Homelessness Strategy had to be approved and published by 31 July 2008. Failure to do so would affect the reputation of the Council and leave it extremely vulnerable to Judicial Review.

We noted that the Action plan to which reference was made in the report was now available and would be circulated to Members.

Our attention was drawn to the over-representation of ethnic minority and black households in temporary accommodation and clarification was sought that targets for reduction suggested in the report were achievable.

We noted that the Homelessness Strategy proposed would demand a fresh approach to the way in which everyone in Haringey tackled and prevented homelessness. With its emphasis on multi agency working, implementation of the Strategy would ensure that all of the key issues were discussed and addressed. In order to make a meaningful impact on the number of homeless people who were not in education, employment or training, homelessness services would be aligned with Jobcentre Plus, the employment advisers and the Haringey Guarantee.

The creation of a homeless households support service would ensure that service users received consistent messages and were kept fully informed about services, initiatives and their move-on options. More than ever before, service users would be actively consulted and involved in designing, monitoring and improving the services provided for people who are homeless or at risk of becoming homeless.

The Action Plan had the potential to completely transform Haringey's housing and homelessness services and, given the impact that homelessness was having on the health, educational attainment, life chances and well-being of Haringey's residents, it was essential that everyone in the Borough contributed to assist its implementation.

Concern was expressed about a perceived lack of clarity in the strategy report around links to worklessness and the way in which the benefits system operated. Also, with regard to the rebate system, about the number of households in receipt of benefit and whether there would be officers who engaged with them. We noted that these matters would require changes over the next two years to the way in which the service currently operated.

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	<p>Clarification was then sought of the position with regard to victims of domestic violence and, more specifically, whether they would have the right to return to the homes they had been obliged to leave. We were informed that the Strategy would actively promote the take up of the sanctuary scheme as a housing option and amend the Lettings Policy to enable Council tenants and housing association tenants to obtain emergency transfers rather than be placed in temporary accommodation and wait for a lengthy period until they were offered somewhere settled. However, this would involve giving up the right to a secure tenancy where such an entitlement had previously existed.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to Haringey's Homelessness Strategy 2008-11 as set out in the Appendix to the interleaved report. 2. That authority to approve any minor amendments to the Strategy considered reasonable in the light of feedback received during consultation with stakeholders be delegated to the Director of Urban Environment in consultation with the Cabinet Member for Housing. 	<p>DUE</p> <p>DUE</p>
<p>CAB37.</p>	<p>TEMPORARY ACCOMMODATION REDUCTION PLAN 2008/2010 (Report of the Director of Urban Environment – Agenda Item 17):</p> <p>Clarification was sought of whether any assessment of the planned actions had been carried out in the light of the present state of the housing market and the current economic climate. We noted that while no detailed work had been done, the Housing Corporation had made a sum available to housing associations to purchase some private sector housing. We asked that a briefing be provided to us on the implications for housing of the present credit crunch and that consideration also be given to any policy changes consequent on the election of a new Mayor of London.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to a target of no more than 4,000 households in Temporary Accommodation by 31 March 2009 as set out in Appendix 1 to the interleaved report and no more than 2,600 by 31 March 2010. 2. That approval be granted to the following the key objectives - <ul style="list-style-type: none"> • Objective 1 - Controlling the gateway for households entering Temporary Accommodation. • Objective 2 - Managing the Temporary Accommodation client base. • Objective 3 - Improving the supply of permanent accommodation to reduce numbers of households in 	<p>DUE</p> <p>DUE</p> <p>DUE</p>

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	<p>Temporary Accommodation</p> <p>3. That approval be granted to the funding for the additional costs of providing assured short hold tenancy properties in 2008/09 as set out in paragraph 4.3 of the interleaved report.</p>	DUE
CAB38.	<p>PUBLIC REALM COMMISSIONING STRATEGY - OPTION APPRAISAL (Report of the Director of Urban Environment – Agenda Item 18):</p> <p>We noted that a revised version of the report had been circulated because amendments to the layout of the original version had been found to be necessary.</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information in relation to which a claim to legal professional privilege could be maintained in legal proceedings.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the Specialised Contracts option as set out at Option 2 in the interleaved report. 2. That approval be granted to the use of a Competitive Dialogue procurement process. 3. That approval be granted to the extension of the Integrated Waste Management and Transport contract with Haringey Enterprise Ltd as proposed in the interleaved report. 4. That approval be granted to the extension of the proposed Highways/Street Lighting contract period as detailed in the interleaved report. 5. That approval be granted to the extension of the current Highways and Street Lighting contracts with John Crowley (Maidstone) Ltd and EDF Energy Contracting respectively as proposed in the interleaved report. 6. That approval be granted to a Cross Party Member Steering Group being established to oversee and steer the development of the ongoing waste and highways procurement projects, the constitution including the membership of the Group to be determined by Cabinet Member for Environment and Conservation. 	<p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p>

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	<p>7. That approval be granted agree to a formal public consultation on future waste management services being undertake with Haringey Sustainable Community Partners, residents, traders and visitors.</p>	DUE
CAB39.	<p>NEW APPROACH TO CONSULTATION FOR THE EXTENSION OF CONTROLLED PARKING ZONES (Report of the Director of Urban Environment – Agenda Item 19):</p> <p>Councillor Santry declared a personal interest in the report by virtue of being resident in one of the roads affected by the proposals.</p> <p>In response to concern expressed it was confirmed that the approach proposed would relate only to the extension of existing controlled parking zones where evidence of a majority of support had been provided by residents.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the adoption of the new approach to consultation for the introduction of extensions to existing controlled parking zones as set out in Section 11 of the interleaved report. 2. That in the light of 1 above, funding be identified and secured to enable the new Controlled Parking Zone (CPZ) schemes to be implemented. 3. That approval be granted to the proposed programme of extensions as set out in Appendix 2 to the interleaved report. 	<p>DUE</p> <p>DUE</p> <p>DUE</p>
CAB40.	<p>ADOPTION OF REVISED NORTH LONDON JOINT WASTE STRATEGY (Report of the Director of Urban Environment – Agenda Item 20):</p> <p>Councillor Haley declared a personal interest in the report by virtue of being a member of the North London Waste Authority.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the North London Joint Waste Strategy (NLJWS) 2008 and to it's formal adoption. 2. That, subject to any amendments remaining broadly in line with the content of the existing version of the NLJWS, authority to agree any amendments to the Strategy that become necessary following consideration of the draft by each partner Borough's formal approval process be delegated to the Director of Urban Environment in consultation with the Cabinet Member for Environment and Conservation 	<p>DUE</p> <p>DUE</p>
CAB41.	RESPONSE TO SCRUTINY REVIEW OF WASTE RECYCLING	

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	<p>COLLECTION AND DISPOSAL (Report of the Director of Urban Environment – Agenda Item 21):</p> <p>With regard to recommendations 3 and 4 of the Scrutiny Review in relation to a policy of compulsory recycling in Haringey which the response proposed be not agreed, we noted that should the Chair of the Review Panel so choose she could ask for these recommendations to be discussed further with her Member colleagues on the Council.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the response to the Scrutiny Review of Waste Recycling Collection and Disposal as set out in the interleaved report and the Appendix thereto. 2. That the agreed recommendations be incorporated within the Front Line Services business plan and that any recommendations requiring additional funding be dealt with as part of the Council's budget setting process in 2009/10 and beyond as appropriate. 	<p>DUE</p> <p>DUE</p>
<p>CAB42.</p>	<p>DELEGATED DECISIONS AND SIGNIFICANT ACTIONS (Report of the Chief Executive – Agenda Item 22):</p> <p>RESOLVED:</p> <p>That the report be noted and any necessary action approved.</p>	
<p>CAB43.</p>	<p>MINUTES OF OTHER BODIES (Agenda Item 23):</p> <p>RESOLVED:</p> <p>That the report be noted and any necessary action approved.</p>	
<p>CAB44.</p>	<p>RELOCATION OF HORNSEY RE-USE AND-RE-CYCLING CENTRE (Joint Report of the Director of Corporate Services and the Director of Urban Environment – Agenda Item 26):</p> <p>The interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the Head of Corporate Property Services be authorised in consultation with the Cabinet Member for Resources to acquire the site referred to in paragraph 3.1 of the interleaved report. 2. That approval be granted to an additional capital budget provision in the sum set out in paragraph 3.2 of the interleaved 	<p>HP</p> <p>DCS</p>

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	<p>report for the purpose of acquisition of the site.</p> <p>3. That approval be granted to an additional capital budget provision in the sum specified in paragraph 5.3 of the interleaved report for the redevelopment and fit-out of the replacement site.</p>	DCS
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LORNA REITH
In the Chair

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APPENDIX A**REPORT TEMPLATE**

Agenda item:

[No.]**CABINET****15 JULY 2008**Report Title: **Service Improvement Initiatives for Leaseholders**

Forward Plan reference number

Report of: Niall Bolger, Executive Director, Urban Environment,

Wards(s) affected: All

Report for: Key

1. Purpose

1.1 This report contains suggestions for changes to policy and practice with regard to rechargeable major works, in the main affecting leaseholders. This is of particular relevance as the Decent Homes Programme now gets under way.

1.2 The report covers 3 areas:

- Suggestions for extending repayment options to leaseholders for rechargeable major works
- Consideration as to whether leaseholders should be allowed to engage their own window replacement contractor in agreed circumstances
- Consideration to extending opportunity to leaseholders to take advantage of discounted prices achieved through bulk purchase (for kitchen and bathrooms) through the Decent Homes Programme supply chains.

2. Introduction by Cabinet Member

2.1 Homes for Haringey, as the appointed arms length management organisation has the responsibility for improving the quality of housing services for the residents of Haringey. This report informs Cabinet of a number of initiatives that will assist Homes for Haringey to enhance the services they provide to our leaseholders.

3. Recommendations

It is recommended that the Council agrees to:

1. Commence billing in advance for major works. This will improve the cash flow to the Council by bringing forward the start date for the receipt of payments by up to 18 months;
2. Provide leaseholders with a higher discount (5%) for payment in full. This is to provide an incentive to pay in full at the start of work, since they are only obliged to pay in instalments;
3. Provide instalment periods of up to 3 years (including the 18 month advance billing period referred to above) on an interest-free basis.
4. Approve proposals to allow Interest only loans and a voluntary charge against the property.
5. Allow leaseholders to install and maintain their own windows and external doors in agreed circumstances and subject to approval on a case by case basis.
6. Enable leaseholders to benefit from the volume discounts available from the Decent Homes Programme (DHP) supply chains in respect of kitchen and bathroom units.

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7. Chief Financial Officer Comments

7.1 The report recommends amending the payment options for recovery of major works costs from leaseholders. The proposals are mainly based on Government advice and Audit Commission best practice suggestions in respect of leaseholder charges.

7.2 The precise overall financial implications of the proposals are difficult to accurately forecast as they will be dependant on the sums chargeable to leaseholders and the take up on the new discount scheme. However, it is estimated that the financial impact overall will not be significant and may be marginally favourable to the HRA. The changes may be further reviewed after implementation and as more precise data becomes available and the resultant financial impact included in the HRAs medium term financial strategy. A summary of the potential impact of each proposed change is indicated below.

7.3 Recommendation 1 suggests that the estimated costs should be invoiced in advance when the works commence; this is a change from invoicing the leaseholders in the next financial year. This will result in income being received sooner and improve the

HRAs cash flow.

7.4 Recommendation 2 suggests increasing the prompt payment discount from 2.5% to 5%. As stated in Appendix 1 this would still be cost effective as the income would be received up to 18 months earlier than now and benefit the cash flow as indicated above. In addition this would assist in the reduction, as yet not quantified, of the administration of debt management.

7.5 Recommendation 3 proposes increasing the instalment periods up to 36 months from the current 12. The adverse impact on the cash flow would be compensated by the change in policy to early billing of the works.

7.6 Recommendation 5 proposes that leaseholders are allowed to install their own windows and external doors. This will have an adverse impact on cost recovery as exemplified in appendix 5. The potential loss in income will need to be fully assessed on a case by case basis. If possible the current terms and conditions of leases should be reviewed so as to minimise any potential loss of income.

8. Head of Legal Services Comments

Head of legal service comments on recommendation 5 in paragraph 3 of the report as follows:-

Leases granted in accordance with the right to buy scheme contain a specific clause in relation to alterations. Reproduced in part for ease below,;

Not at any time without the licence in writing of the Corporation first obtained nor except in accordance with plans and specifications previously submitted in triplicate to the Corporation and approved by the Corporation and to its satisfaction to make any alteration or addition whatsoever in or to the Flat either externally or internally or to make any alteration or aperture in the plan external construction height walls timbers elevations or architectural appearance thereof

The appropriate form of licence permitting leaseholders to install and maintain their own windows and doors should be given by way of letter from Homes for Haringey rather than by Deed subject to the contents of the above clause. This method has beneficial advantages both to the council's resources and finances. It enables a more transparent, user friendly and customer focused service to leaseholders.

The other recommendations in the report are of a financial nature on which the Head of Legal Service has no further comment.

9. Local Government (Access to Information) Act 1985

a. Audit Commission KLOE 12

10. Strategic Implications

- 10.1 The Housing Strategy contains a number of key objectives and has the overarching aim of ensuring that Homes for Haringey provides and maintains an excellent housing service. Improving the quality and range of services to leaseholders is seen as contributing to the Council's key aims and objectives.

11. Financial Implications

- 11.1 Income received from leaseholders is accounted for within the Housing Revenue Account Managed Budgets. The introduction of earlier billing of leaseholder contributions for major works will mean that income can be accounted for earlier and will therefore have a favourable impact on the cash flow of the Housing Revenue Account. Although the increase in the discount for payment in full from 2½% to 5% will reduce the sum collectable, the additional interest earned from earlier payment will more than offset the higher discount offered.
- 11.2 The extension of the period for interest free instalments will also have a favourable impact on cash flow. Although the interest free period is longer, the earlier billing for works will leave the council in a more favourable financial position overall. The precise financial implications of the changes are difficult to accurately forecast as they will be dependent on the sums chargeable to leaseholders and the take up on the discount.. The total number who will take up this option is, projected to be about 132 per annum, based on the current take up. This figure will be in relation to an expected total number of invoices of 900 per annum. In addition, people who can raise bank loans will probably be attracted by the discount to pay in full. Receipt of payments at the start of work will reduce the Council's borrowing costs and have a favourable financial impact overall for the Housing Revenue Account.
- 11.3 The introduction of the policy to allow leaseholder to install their own windows and doors may lead to a lower level of recovery than otherwise from leaseholders. Consequently there will be a lower level of income to the Housing Revenue Account as a result. The impact will depend upon the level of take up from leaseholders and some exemplifications of the effect are set out in Appendix 5. The financial impact will be incorporated into the Medium Term Financial Strategy taking account of actual take up if the arrangements are introduced.
- 11.4 However where leaseholders opt out, there would be a clear loss of income on account of the reduced contribution chargeable to the remaining

leaseholders (the loss would probably be in the region of 2% to 5% of the total cost of window replacement – please see the example in Appendix 5).

12. Legal Implications

12.1 See Head of Legal Services comments in paragraph 8 above.

13. Equalities Implications

13.1 Improving the quality of services that leaseholders receive will contribute to meeting diverse community needs.

14. Consultation

14.1 Homes for Haringey has undertaken considerable consultation on these proposals with leaseholders as follows: the Leaseholders Forum (on the 7 July 2007), meetings of the Leasehold Panel (31 May, 11 June, 30 July and 15 November 2007); and also with Haringey Leaseholders' Association (most recently at a meeting on the 19 February). As a result of the discussions, leaseholders' suggestions have been incorporated in this report to address their main concerns

15. Background

15.1 The question of payment options has been the subject of government statements suggesting that local authorities should offer the full range of available payment options to help leaseholders pay their bills, and that they should share best practice. In addition the Audit Commission's Key Line of Enquiry (KLOE) in this area recommends that Local Authorities offer:

- flexible options
- collect payments in advance
- send a final invoice on completion
- view forfeiture as the last resort

15.2 In preparing this report a review has been carried out of the information provided by all other London boroughs (mainly on their websites) with respect to their policies for payment options and in allowing leaseholders to install their own windows and doors. The results of these reviews are provided in Appendices 4 and 6 of this report.

15.3 As part of the consideration of the relevant issues a questionnaire was sent to Leasehold Managers in all other London boroughs. The information they have provided indicates that they generally allow leaseholders to

install their own windows and doors. This has also been confirmed by information obtained from websites – please see the summary provided in Appendix 6

15.4 Payment Options

15.5 Payment towards rechargeable major works is a major concern to leaseholders. This issue has been frequently raised at meetings of the Leasehold Panel and has also been raised by the Haringey Leaseholders' Association (HLA).

15.6 At present an invoice for major work is issued 6 months after the end of the financial year. Leaseholders can pay in full (and receive a discount of 2½%) or repay over 12 months. More details of the current financial arrangements are as follows:

i) Post work billing. The invoice is issued 6 months after the end of the financial year at the same time as the Certificate of Actual Account.

ii) Payment in full – a discount is given of 2½%.

iii) Instalments - Leaseholders are given 12 months to pay the invoice (interest free - by a direct debit arrangement).

iv) Discretionary loan (under the Government regulations) – can be provided by the Council only if the leaseholder has no other means.

v) Houseproud loan – affordable loans for leaseholders over 60 or with disabilities - from £3,000 and up to 30% of the value of the property.

vi) Hardship – a discretionary reduction in a major works bill. In cases of exceptional hardship the government regulations allow a major works bill to be limited to an amount of £10,000.

vii) Statutory (mandatory) loan - must be provided to leaseholders during the first 10 years of purchase. Interest is charged at the standard Council rate, currently 7.4%.

15.6 Proposals for new payment options

15.7 The main proposals are that leaseholders should commence paying by instalments at the start of work and that payment in full should attract a discount of 5%. The total interest free instalment period will be up to three years (depending on the size of the bill). More details are as follows:

- i. Advance billing. The estimated invoice will be issued at the start of the work and the leaseholder will be required to start paying by instalments immediately, (they already start paying on the basis of the estimate with regard to their annual service charge). Supplementary invoices will be sent where necessary, following the finalisation of accounts after the end of the financial year.
- ii. Discount for immediate payment of the full amount in advance – the discount will be increased from 2½% (at present) to 5%. It will meet the requirements of leaseholders who:
 - want to pay in full or
 - have to raise a bank loan over a longer period (the discount will help them to reduce their borrowing costs)And will improve the Council's cashflow.
- iii. Monthly instalments: interest free period increased from 12 months to 3 years depending on the amount invoiced (it is suggested that the minimum monthly installment would be £50).
- iv. Interest only loans. This will be provided to (resident) leaseholders in receipt of certain benefits. The Benefits Agency will pay the interest payments on the loan. A charge will be put on the property for the repayment of the outstanding capital upon sale. This and option (v) below will only be open to leaseholders where the property is their sole residence.
- v. Voluntary charge on the property (deferred interest loan) – this will be means tested for vulnerable (resident) leaseholders who are unable to pay but who have sufficient equity in the property to cover the bill. A charge is put on the property as above but the interest is rolled up and added to this.
- vi. No changes are proposed to current policies in respect of discretionary and Houseproud loans, discretionary hardship capping and mandatory loans.

15.8 Implications

15.9 The main advantages that these changes will bring are:

- (i) Maximising cash flow – to be addressed by:
 - Billing in advance – payment by instalments to commence when the work starts (up to 18 months earlier than the current practice).

- Discount for payment in full will help reduce the Council's borrowing costs (please see Appendices 1 and 2). Appendix 1 shows that (based on current figures) we would expect approximately £216,000 to be paid in advance in full. The receipt of this amount a year in advance will mean that true value has not been eroded by construction industry price inflation, (which generally runs at a higher rate than the retail price index (RPI)). The figures contained in Appendices 1 and 2 take no account of the corresponding savings in administrative effort and legal costs to pursue recovery.

15.10 It should be noted that leaseholders are not required to pay their estimated invoice in full under the terms of the lease (only by instalments). It is therefore in the landlord's interest to offer a clear incentive for full payment in advance. It should also be noted that effective recovery action can only be taken following the issue of the Certificate, which takes place 6 months after the end of the financial year.

- (ii) Good practice. Benchmarking has established that other leading boroughs and ALMOs provide more flexible options. See Appendix 4.
- (iii) Consultation. Leaseholders have expressed strong views in favour of more flexible payment options.
- (iv) Minimising cases referred to court. The Courts often decide on arrangements for payment over a much longer period. The debt is then frozen from the date of the judgement, which means that no further interest can be charged on the outstanding debt.

15.11 Forecast effect on leaseholders' charges arising from the Decent Homes Programme.

15.12 The Decent Homes Programme will have a substantial effect on charges to leaseholders. The Decent Homes Programme will increase both the number of invoices and the average value of each invoice. The current information regarding these matters is as follows:

- i. Increase in average invoice amount. The average invoice (above £1000) for major works last year was £2,000. Under the Decent Homes Programme, the average works invoice for 2,700 leaseholders will be approximately £6,500. Hence it is estimated that 60% of leaseholders will receive invoices more than twice the current levels.
- ii. Increased overall volume of charges. In 2006 the total value of works invoices issued (above £2000) was £774k (out of a total of £1.22M). During the programme the total annual charge to leaseholders is expected to be at least £2.4 million representing a substantial increase.

15.13 Leaseholders' windows and doors.

15.14 It is proposed to introduce a system whereby leaseholders can formally take responsibility for the installation of their own windows and doors in certain circumstances.

15.15 At present the policy is generally not to allow leaseholders to install their own windows and exterior doors (although we will formally consider any applications). Leaseholders are further discouraged from undertaking this work as they are always advised that if they install their own windows they will still be liable to pay towards the cost of the installation of windows and doors within the whole building should the Council carry out this work in future.

15.16 Implications

The main reasons to consider a change in policy are as follows:

(i) The Audit Commission's Key Line of Enquiry states that in the case of an *excellent* service provider: "unfair terms in longstanding leases are not enforced; homeowners have been informed and offered the opportunity to agree lease variations." The question of leaseholders' windows undoubtedly falls into this category.

(ii) There have been a number of instances where leaseholders have installed their own windows and have been able to successfully challenge via the Leasehold Valuation Tribunal (LVT) the landlord's assertion that they should have to pay again when the landlord has refurbished the whole block. This main thrust of the argument being that the landlord has been saved the expense of installation, which he would otherwise have had to meet and which would clearly have been rechargeable. There have been no cases of this nature in Haringey.

(iii) The majority of leaseholders believe that they can install windows at a lower cost than the landlord. In some circumstances this will be true since the use of scaffolding is not considered to be essential (by the Health and Safety Executive) with regard to some individual properties e.g. house conversions.

(iv) Haringey Leaseholders' Association has campaigned for a change of policy. It was agreed that a review would be carried out. In addition letters have been sent to Homes for Haringey by others such as the Ferry Lane Action Group, who have raised similar issues at their AGM.

(v) If a significant number of leaseholders opt out of the Decent Homes Programme with regard to the replacement of their windows, then there will be an immediate short term gain to the Council in that it will speed up overall programme delivery and improve cash flow by reducing the time lag in receiving all the contributions due from leaseholders.

15.17 A new policy for leaseholders' windows and doors.

15.18 This report recommends that Leaseholders should generally be allowed to install their own windows and doors. They should not have to pay towards the cost of the installation of windows and exterior doors in other flats in the building, but would continue to be charged, in accordance with the terms of the lease, for the installation of communal windows and doors. There are no proposals to vary the terms of existing leases.

15.19 The following are the main elements of this policy:

- a) A standard agreement (or licence) would be drawn up by the Legal Department, as explained in the next section. This licence would be available to leaseholders who have installed their own windows and exterior doors to the required standard. As one of its conditions it would exempt them from paying towards the windows and doors of other flats in the building.
- b) This type of agreement would be made available to leaseholders who have already installed their own windows and doors (if they meet the necessary quality and design requirements). It would also be an option open to all leaseholders in future, subject to certain conditions being met.
- c) Procedures will be put in place for leaseholders to install their windows and doors up to the latest practical stage before the start of work on site by our contractors.
- d) That we continue to charge leaseholders who decide to install their own windows and doors a proportion of the cost of installing and maintaining the communal windows and doors. A breakdown of the costs for all major works is provided by the consultants who provide project management services. They will provide a separate breakdown for the costs of communal doors and windows. Leaseholders with their own windows will then be charged a proportion of these costs as required under the terms of the lease.

15.20 Licence to authorise installation of new windows and exterior doors.

15.21 The Legal Service has provided advice that the Council has the power to issue a licence to leaseholders to install their own windows and doors under the terms of the lease. These specifically empower the landlord to authorise modifications of this nature to the property. Hence it would not be necessary to issue an actual variation of the lease.

As in the case of all alterations proposed by leaseholders, it will be made clear from the outset that the landlord licence will only be issued on the basis that certain conditions are met regarding safe methods of site access, installation, FENSA accreditation, specification and so on. Upon completion, the works undertaken by the leaseholder's contractor will be inspected by Asset Management and HfH Operations Surveyors, overall coordination and monitoring being provided by the Home Ownership Team.

15.22 Conditions for granting permission to install windows and doors.

It is recommended that conditions should be made covering the following matters.

- a) Work already planned. It is proposed that permission would not be granted once work has been scheduled in the annual programme. We will be writing to all leaseholders to outline the programme once finalized, identifying all those who could be affected.
- b) Standard of work - would have to meet required standards (such as those laid down under the FENSA scheme) and meet any aesthetic / design requirements.
- c) Method statement - a private contractor would have to use appropriate methods, safe access, etc. It would include:
 - o Final inspection (on completion).
 - o Maintenance – the leaseholder would have to agree to carry out all future maintenance.
 - o Compliance with health and safety requirements
- d) Administrative charges – an appropriate level of charge would be levied to cover the costs associated with approving the application and carrying out inspections.

15.23 Option to purchase kitchens units and bathrooms.

15.24 As part of the decent homes procurement process, it was agreed with all the constructor partners that leaseholders would be given the option to purchase materials, including kitchen units and bathrooms direct from the decent homes suppliers, but that leaseholders themselves will be responsible for all aspects of the installation. The constructor partners will assist leaseholders who wish to avail themselves of this opportunity as part of the residents consultation process for each project as it is delivered.

16. Conclusion

- 16.1 Homes for Haringey key objective is to develop services so that they are comparable to 2 to 3 star housing organisation while adopting best practice as it relates to the management of leasehold services. This report

recommends to Cabinet to agree the proposals in order to enable Homes for Haringey to implement the service enhancements.

17. Use of Appendices / Tables / Photographs

Appendix 1 Annual net saving per annum achievable by billing in advance and increasing the discount from 2½% to 5%

Appendix 2 Cash Flow Effect of Change in Leasehold Payment Options

Appendix 3 Audit Commission (KLOE 12) criteria.

Appendix 4 payment options of other boroughs

Appendix 5 Leaseholders' windows and doors - loss of income to the Council

Appendix 6 Windows policies of other boroughs

APPENDIX 1							
(Annual net saving per annum achievable by billing in advance and increasing the discount from 2½% to 5%)							
Forecast annual expenditure (2008 to 2013) including decent homes expenditure of £1.8M							
<u>Size of bill</u>	<u>Less than £2,000</u>	<u>£2,000 - £4,000</u>	<u>£4,000 - £6,000</u>	<u>£6,000 - £8,000</u>	<u>£8,000 - £10,000</u>	<u>Over £10,000</u>	<u>Total each year</u>
-	£	£	£	£	£	£	£
Current spend	441,300	279,100	153,700	35,600	44,900	260,300	1,214,900
Additional spend*			559,400	129,700	163,500	947,400	1,800,000
Total spend	441,300	279,100	713,100	165,300	208,400	1,207,700	3,014,900
Major works invoices paid at a discount	88,300	27,900	12,300	0	0	0	128,500
DHP invoices paid at a discount (based on 06/07)			44,700	0	0	0	44,700
Total for invoices paid in full at a discount each year	88,300	27,900	57,000	0	0	0	173,200
Discount paid at 5%							8,660
Total received							164,540
Interest saved from repayment 18 months earlier than under the current system (5.4% pa)							13,330
Less additional discount paid (2.5%)							4,330
Saving in comparison with the current policy**							9,000
*most bills are expected to be above £4,000							
**calculated by the interest saved less the discount. This does not take into consideration the efficiency savings in administration which are likely to be considerably more.							

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Appendix 2 - Cash Flow Effect of Change in Leasehold Payment Options
Example using works of £10,000 to be billed to a leaseholder.

Date	Existing Policy (12 Payments after final invoice) Income £	New Policy (24 payments but earlier billing) Income £	New Policy (36 payments but earlier billing) Income £	New Policy - 5% discount for full payment Income £	Existing Policy - 2.5% discount for full payment Income £
Jun-08	0	-417	-278	-9,500	0
Jul-08	0	-417	-278	0	0
Aug-08	0	-417	-278	0	0
Sep-08	0	-417	-278	0	0
Oct-08	0	-417	-278	0	0
Nov-08	0	-417	-278	0	0
Dec-08	0	-417	-278	0	0
Jan-09	0	-417	-278	0	0
Feb-09	0	-417	-278	0	0
Mar-09	0	-417	-278	0	0
Apr-09	0	-417	-278	0	0
May-09	0	-417	-278	0	0
Jun-09	0	-417	-278	0	0
Jul-09	0	-417	-278	0	0
Aug-09	0	-417	-278	0	0
Sep-09	0	-417	-278	0	0
Oct-09	-833	-417	-278	0	-9,750
Nov-09	-833	-417	-278	0	0
Dec-09	-833	-417	-278	0	0
Jan-10	-833	-417	-278	0	0
Feb-10	-833	-417	-278	0	0
Mar-10	-833	-417	-278	0	0
Apr-10	-833	-417	-278	0	0
May-10	-833	-417	-278	0	0
Jun-10	-833	0	-278	0	0
Jul-10	-833	0	-278	0	0
Aug-10	-833	0	-278	0	0
Sep-10	-833	0	-278	0	0
Oct-10	0	0	-278	0	0
Nov-10	0	0	-278	0	0
Dec-10	0	0	-278	0	0
Jan-11	0	0	-278	0	0
Feb-11	0	0	-278	0	0
Mar-11	0	0	-278	0	0
Apr-11	0	0	-278	0	0
May-11	0	0	-278	0	0
Net Present Value*	(9,102)	(9,513)	(9,271)	(9,500)	(9,090)
Benefit over Existing Policy		(411)	(170)	(410)	
Interest Annual	5.40%				
Interest Monthly	0.44%				

*Results of applying NPV formula throughout the range of payments

Prepared by
PW 16/04/08

APPENDIX 3 Audit Commission (KLOE 12) criteria.

Many of these criteria are relevant to formulating policies for the payment of major works bills. A summary of the main ones which apply to this subject are as follows:

- A. Access, customer care and service user focus – the service provider must:
 - i. communicate effectively about its services
 - ii. consult on any proposals for change

- B. Diversity
 - i. It must recognize the different populations of homeowners
 - ii. It should ensure that service provision reflect these differences

- C. Asset management and stock condition
 - i. It must provide information to leaseholders on long term maintenance plans
 - ii. It should formulate costed long term maintenance plans in consultation with leaseholders
 - iii. It should provide leaseholders with a comprehensive schedule of all future planned maintenance work
 - iv. It must advise those who are unable to pay high major repairs bills of the available options
 - v. It should provide flexible options to those who are unable to pay.

- D. Service charges and rents
 - i. it must issue major works invoices within 6 months of the completion of work
 - ii. it should collect payments in advance or on completion
 - iii. it must provide a formal dispute resolution procedure for service charges
 - iv. it should issue the (final) invoice within the defects liability period to encourage the reporting of problems
 - v. it must have arrangements in place with leaseholders who are in arrears
 - vi. it should routinely monitor and acts on any breaches of these agreements.
 - vii. It should help home owners in arrears to stay in their homes by providing advice and assistance directly or indirectly on debt management and pursuing debt collection strategies that sensitively balance the pursuit of debt against the needs of vulnerable service users
 - viii. It should ensure that all parties in the arrears recovery process work effectively together, including other corporate service providers and the court system

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- ix. it must seek forfeiture only as a last resort, after comprehensive debt advice.

APPENDIX 4 – payment options of other boroughs

Borough or ALMO	Decent Homes	Billed on estimate or actual	Pay by instalments	Discount	Loans (plus interest)
Ascham Homes	Ongoing	Estimate	Yes	-	Interest only
Barnet Homes	Ongoing	Actual	Yes	-	-
Brent Housing Partnership	Complete		24 months		Yes
Camden Council	-	Actual	10 months	-	-
CityWest	Complete	Estimate /Actual	12/24 months	-	Yes
Ealing Homes	Ongoing	Actual	12 months	-	Yes - current mortgage rate
Greenwich	Ongoing	Estimate	10 months	-	-
Hackney Homes	Ongoing	Estimate	12/24 months	5%	Yes
H&F Homes	Ongoing	-	-	-	-
Homes in Havering	Being planned	Actual	12 months	-	-
Hillingdon Homes	-	-	12 months	-	Interest only
Homes for Haringey – Current policy	Being planned	Actual	12 months	2.5%	-
Homes for Haringey – Proposed	Being planned	Estimate	36 months	5%	Interest only
Homes for Islington	Ongoing	Estimate	24 months	-	Yes
Hounslow Homes	Complete	Actual	-	-	-
(Continued)					

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Borough or ALMO	Decent Homes	Billed on estimate or actual	Pay by instalments	Discount f	Loans (plus interest)
Kensington & Chelsea	2008	Estimate	24/36 months	-	-
Newham Homes	Ongoing	Actual	-	-	-
Redbridge Homes	-	Actual	12 months	-	Secured loan at Council's mortgage rate
Richmond Housing Partnership	-		Yes		
Southwark Councils	-	-	36 months	-	Yes
Tower Hamlets	-	-	12/24 months	-	-
Wandsworth Council	-				Yes (and interest only for benefit claimants)

APPENDIX 5**Leaseholders' windows and doors - loss of income to the Council.****Cost of the units.**

The costs can be assessed in terms of a simple example of a block of ten flats containing 3 leaseholders. In this example each leaseholder must pay 1/10 of the total cost – this would be the case under the terms of the lease if they all had the same number of bedrooms.

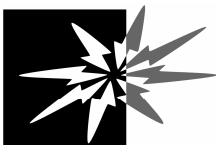
Block of 10 properties with 3 leaseholders	£
Cost of windows and doors per flat	10,000
Total cost for building	100,000
Leaseholders' contributions	30,000
Total cost to landlord	70,000
One leaseholder opts out	
Total cost for building	90,000
Leaseholders' contributions	18,000
Total cost to landlord	72,000
Net loss to landlord (2.2%)	£2,000

Fixed costs

The fixed cost element in relation to such work, such as scaffolding must be estimated on a somewhat different basis. If window and door replacement is part of other work such as pointing of the outside brickwork or replacement of the roof, then the leaseholder will have to pay towards these costs in any case. The fixed costs differ quite a lot depending on the type of building. If we consider fixed costs of 10%, 25% and 50% regarding the above example then the loss in income will be as follows:

	Fixed costs	Scheme cost	Overall loss to landlord	
10%	£10,000	£110,000	£3,000	2.7%
25%	£25,000	£125,000	£4,500	3.6%
50%	£50,000	£150,000	£7,000	4.7%

This gives a probable overall landlord loss in the range of 2.7 to 4.7% of scheme cost, including both fixed and variable costs.



APPENDIX 6 – windows policies of other boroughs

Borough (information on websites or handbook on website)	Allow l/holders to install own windows	Procedure for alterations?	Conditions	Reduced charge?	Licence?	Lease variation?	Charge?
Ascham (Waltham Forest)	Yes	-	In keeping with block - shape, style and size	No – must still pay for everything in the block	-	-	
Barnet	Yes (HB)*	Yes	-	-	-	Deed of Variation	£655 approx (2004)
Brent	Yes (HB)	-			No – permission in writing	-	-
Camden	-	Yes	-	-	Yes	-	-
CityWest	Yes (HB)	Yes	-	-	Permission in writing	-	Initial £140 = admin £60 + surveyors fees £80
Ealing	No (HB)	-	-	-	-	If all leaseholders agree then can maintain own windows	-
Enfield	No (HB)	-	-	-	-	-	-
Greenwich	Yes (HB)	Yes	Yes – must say if applied to Building Control and Planning	-	Yes - Licence of alteration	No, only required for a change to the lease plans	Yes

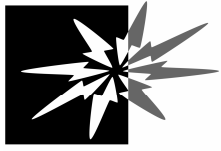
Borough	Allow l/holders to install own windows	Procedure for alterations?	Conditions	Reduced charge?	Licence?	Lease variation?	Charge?
Hackney	Yes (HB)	-	-	-	-	Deed of variation	Yes
H&F	Yes (HB)	Yes	Same style and quality as rest of block	No	Yes	No	
Havering	Yes	-	-	-	No - Letter	-	£50
Hillingdon	Yes (HB)	Yes		Yes		Proposed	
Islington	Yes (HB)	-	-	-	-	Deed of variation or licence	£400
Hounslow	No (HB)	-	-	-	-	-	-
Kensington & Chelsea	No (HB)	-	-	-	-	-	-
Lambeth	No*	Yes	Depends on Planning, Building Control and H&S regulations	-	-	-	-

Borough	Allow l/holders to install own windows	Procedure for alterations?	Conditions	Reduced charge?	Licence?	Lease variation?	Charge?
Lewisham	No	-	-	-	-	-	-
Merton	Yes (HB)	-	-	-	No	No	No
Newham	Yes (HB)	Yes		No	-	-	No
Redbridge	Yes	Yes	-	-	No – written consent	-	£50 + VAT
Richmond	-	-	-	-	-	-	-
Sutton	Yes (HB)	-	-	No	-	-	-
Tower Hamlets	Yes (HB)	Yes	No opt out if in 4 year programme	Yes	Written agreement		Yes
Wandsworth	No, but can agree after (HB)	Retrospective procedure for windows	-	No	-	Yes – Council remains responsible**	-

*HB = Handbook (copy provided on the website)

**Only retrospective

A blank space means that no information is provided on the website



Haringey Council