

# HOUSING STANDARDS BOARD (HSB)

## Minutes

1<sup>st</sup> December 2025

2.00pm – 3.30pm

### PRESENT:

#### Committee Members

Cllr David Carter (DC) – Chair

#### Leaseholder Standards Panel:

Annette Hogan (AH)

Frank Feldman (FF)

#### Tenant & Leaseholder

#### Representatives:

##### ***Property Standards Panel:***

Hugh Hoad (HH)

Selena Ellis (SE)

#### Officers:

Zulfi Kiani-Mackintosh (ZKM)

Wayne Mitchell (WM)

Nathan Kitteridge (NK)

Al Parry (AP)

Hayley Gallagher (HG)

##### ***Tenancy Standards Panel:***

Lucy Cooper (LC)

Jane Steer (JS)

		Action
1.	<b><u>Welcome &amp; Apologies</u></b>  Attendees: Wayne Mitchell (WM), Cllr David Carter (DC), Zulfi Kiani-Mackintosh (ZKM), Nathan Kitteridge (NK), Lucy Cooper (LC), Annette Hogan (AH), Selena Ellis (SE), Hugh Hoad (HH), Jane Steer (JS)  Apologies: Cllr Stacey Seales (SS)	
2.	<b><u>Declaration of Interest</u></b>  None	
3.	<b><u>Minutes of last meeting (04-11-2025) and Matters arising</u></b>	

	<p>HH discussed common room window cleaning charge being withdrawn from 1<sup>st</sup> September and other charges included with tenancy that he disagrees should be paid as it does not appear any work has been carried out. WM advised charges were amended from 1<sup>st</sup> September can send out paperwork regarding this and issue with all other charges should be raised at service charges panel.</p> <p>JS discussed issues with contractors carrying out adaption works on properties using residents spaces, response that most adaptations were small does not take into consideration any large adaptations and issues with parking particularly for disabled residents. NK advised we will accommodate where we can unfortunately sometimes it is unavoidable but generally the adaptations are small and contractors not there for a long period of time. JS advised there is a duty of care to disabled residents and tenancy audit should identify where and how many residents are disabled.</p>	WM
4.	<p><b>Leaders Plan</b></p> <p>JS highlighted documents in blue were hard to read, WM advised going forward we will ensure they are all in black ink.</p>	WM
5.	<p><b>HSB Workplan 2024/25</b></p> <p>ZKM presented and advised landlords surveys had started, email went out to 4500 residents this will be</p>	

	<p>followed by 1 or 2 reminders then postal surveys after Christmas.</p> <p>ZKM housing services carrying out major review of engagement survey, face to face, e surveys, desktop reviews and workshops being carried out with tenants and leaseholders once complete will update on findings. As part of review 4,500 surveys to tenants, 1,900 to leaseholders for feedback. WM advised tenants were being asked on tenancy audits if they would like to engage in surveys, ZKM advised through the contact he has had with residents preferred method of feedback is online.</p> <p>AH added that they have recruited 5 new(ish) leaseholders who are contributing to feedback.</p>	ZKM
6.	<p><b>Finance Reports</b></p> <p>ZKM presented and explained the finance report (Paper copies of documents were provided in the meeting). Any queries to be emailed.</p>	
7.	<p><b>Performance Report</b></p> <p>WM rent collection 98.16% highest percentage this year so far, 98.50% is target highest ever set which we are on target to reach.</p> <p>Former tenant arrears generally reduces over year where debts are written off or recovered.</p> <p>Garage arrears £5000 above target, always effected by DD at end of month, historically a low figure.</p> <p>TA arrears changed target, now under target to be picked up at next joint panel.</p> <p>Service charge builds up over year, slightly down from last year.</p>	

Gas certificates 100% - JS asked if this means boilers are compliant and safe NK confirmed yes. JS would like additional figures for actual working heating for residents.

LC expressed concern with electrical safety checks, AP agreed that there is more difficulty with access for the electrical checks. AP advised residents will now get electrical safety check certificates LC would like to know when this changed from.

AP has supplied the following information - The electrical standards in the private rented sector (England) regulations 2020 was updated in 2025 and as of the 1<sup>st</sup> November included the social rented sector

There are transitional provisions for specified tenancies granted before 1<sup>st</sup> December 2025. For social housing tenancies granted before 1 December 2025, the regulations relating to reports for tenants will come into force on **1 May 2026**.

This includes the requirement to provide a copy of any In-service Inspection and Testing of Electrical Equipment (ISIT) record i.e. equipment provided and maintained by the council as well as the Electrical Installation Condition Report:

- Supply a copy of the report to the existing tenant within 28 days of the inspection and test.
- Supply a copy of the report to a new tenant before they occupy the premises.
- Supply a copy of the report to any prospective tenant within 28 days of receiving a request for it.~

	<p>For reference I include a link to the guidance published 1 November 2025  <a href="https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-and-social-rented-sectors-guidance/electrical-safety-standards-in-the-private-and-social-rented-sectors-guidance">https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-and-social-rented-sectors-guidance/electrical-safety-standards-in-the-private-and-social-rented-sectors-guidance</a></p> <p>DC HTS received 300 gas jobs last week alone and 875 jobs in total.</p> <p>NK average VOID relet time has increased, number of void properties has decreased. Average relet time is expected to increase as the houses remaining need more work done than usual.</p> <p>DC advised 53 voids came in last week to HTS, 48% of these due to death or going in to residential care.</p> <p>WM goes through housing needs/application figures.</p>	
<p><b>8.</b></p>	<p><b>Social Housing Regulatory and Compliance – Update</b></p> <p>AP confirms font has been increased to 16. Safety and meeting consumer standards is key. Explains policies are about to go cabinet, up to date with fire risk assessments. Policy will be reviewed every 2 years not 4.</p> <p>AP asks for any questions to be discussed after meeting.</p>	<p>AP</p>

<p><b>9.</b></p>	<p><b>Fire Risk Assessment Remedial Works Programme – Procurement Strategy Proposal 2026/27 Update</b></p> <p>AP goes through recommendations and figures and advises this is going to cabinet on 11<sup>th</sup> to go through and approve a proposal.</p> <p>LC concerned advice is still to stay in building, residents need to know how to get out safely, single staircases cause issues as fire service needs access. NK advised fire risk assessments are in place to assess how fire will impact building.</p> <p>LC asked for update on beacon being installed at Netteswellbury Farm, DC confirms this will be installed in December.</p> <p>LC addresses fire action notices and that disabled residents cannot always see them, AP confirms more to be done on this and will have a chat after.</p>	<p>AP</p>
<p><b>10.</b></p>	<p><b>Current Consultations – None</b></p>	
<p><b>11.</b></p>	<p><b>AOB</b></p> <p>AH asked about fire procurement strategy document that was meant to be included today, ZKM advised they have got it but it wasn't printed off and will get that sent over.</p> <p>DC announces that £10million worth of work has been given the go ahead across the town for older properties, 4 companies are involved and approved by procurement board, once work is complete these</p>	<p>ZKM</p>

properties should be up to standard and reduce repairs raised with HTS.

DC confirms 30 tonnes of rubbish was cleaned up in Milwards, other areas included in new scheme have included Longbanks, Moorfield, Fennells and work has started on Altham Grove.

JS highlights that money is being spent checking if properties still have water tanks when this should be on file, NK advises data was not held by previous survey.

In answer to LC question raised regarding what is included in the Ground Maintenance for Netteswellbury Farm NK has advised Grass is cut according to the Landscape Management Plans. This is cut on our rounds and whilst we endeavour to cut every 10 working days realistically it may be longer due to weather or other mitigating factors.

Some of the residents have enclosed what was a communal area at the rear into separate gardens with no access for ride-on machinery.

The responsibility is only for the grass in these small areas. Workers are unable to move pots, ornaments, benches and seating to carry out the grass cutting and if access is barred they are unable to attend.

Hedges and shrub beds not including plants planted by residents) are attended on a annual visit on the winter programme when they will be pruned back and hedges topped (the winter programme runs from Beginning of November to end of February and will be

	<p>done as according to the programmed work for the area. Hedges may be faced back in the summer on an ad hoc basis if they are causing an hazard or obstruction.</p> <p>Hard surface of the car park and paths where safe to do without causing damage to resident planting/pots so are sprayed 3 or 4 times a year.</p>	
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The Date of the Next meeting: 2 February 2026