



HOUSING BOARD AGENDA

Date: Monday, 3 March 2025

Time: 6.00 pm

Venue: Virtual Meeting

PART 1

7. Performance Information (**Pages 3 - 10**)

**MARK TRILLO
EXECUTIVE DIRECTOR AND MONITORING OFFICER**

Membership of Housing Board

Councillor J Taylor (Chair)

Councillor S De Pee

Councillor B Hastings-Asatourian

Councillor G Cross

Councillor L Grooby

Councillor K Sizeland

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High Peak Borough Council

“Working together to protect and invest in the High Peak with the Council on your side”

Housing Board – March 2025



High Peak Borough Council
working for our community

Housing Board Terms of Reference

- To provide oversight of the operation and management of the Council's housing stock
- To review the Council's compliance with the legislative regulatory regime, including compliance with the Regulator of Housing's Standards
- To scrutinise the performance against Key performance Indicators relating to the operation and management of the Council's housing stock
- To scrutinise the development of the Council's HRA Strategy
- To ensure that the views of tenants are considered by the Council in the operation and management of their housing stock
- To ensure the engagement of Ward Councillors with significant housing stock within their wards
- To make recommendations as appropriate to the Select Committees and the Executive.

Membership will include tenant reps and we need to identify wards with the most housing stock in them and then ensure reps from those as well (including Exec members) as ex officios.

Reports included in March's meeting

Social Housing
(Regulation)
Act

Tenant
Engagement

Anti-Social
Behaviour

Damp and
Mould

Compliance

Housing
Waiting Lists

- Social Housing (Regulation) Act
- Tenant Engagement

Social Housing (Regulation) Act

CURRENT PERIOD - FEBRUARY 2025					
TOTAL					
Owner	Red	Amber	Green	Blue	Total
Head of Assets	0	11	79	0	90
Head of Communities and Climate Change	0	1	15	0	16
Head of Customer Services	0	9	45	0	54
Head of Democratic Services	0	1	10	0	11
Head of Finance	0	1	3	0	4
Head of Housing	0	28	128	0	156
Head of OD and Transformation	0	7	23	0	30
Head of Planning	0	0	5	0	5
Head of Regeneration	0	1	5	0	6
UNALLOCATED	0	0	0	0	0
	0	59	313	0	372

Key

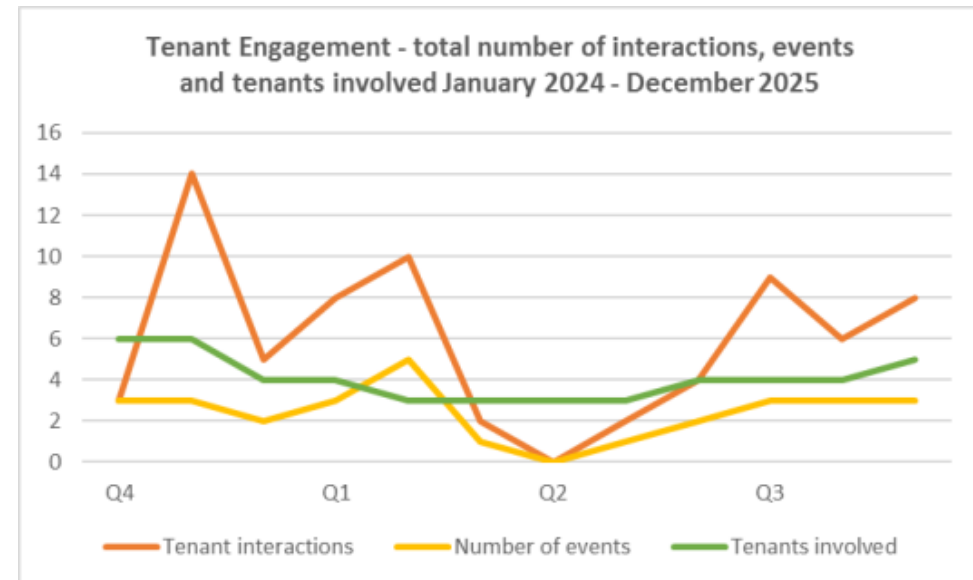
Red – do not meet the criteria

Amber – some work required

Green – fully compliant

Blue – not yet determined

Tenant Engagement



Net Promoter Score (NPS) = 21

- Anti-Social Behaviour

High Peak Borough Council ASB reports from March 2024 - February 2025							
Total number of cases reported	226						
Total number of cases closed	87						
Total number of cases open (as of September 2024)	139						
Open cases by type:		Breakdown by patch:	Orange	Blue	Purple	Green	Designated TA
Aggressive/violence	14		5	2	4	1	2
Criminality	14		10	0	2	2	0
Dogs	17		7	5	3	2	0
Drugs	20		6	5	6	2	1
Environmental	4		0	1	3	0	0
Noise	51		27	8	12	2	2
Nuisance	14		3	7	3	1	0
Parking	3		1	0	2	0	0
Other	2		0	1	0	0	1
Total			59	29	35	10	6
			42%	21%	25%	7%	4%
Key							
Orange: Glossop, Tintwistle, Hadfield, Padfield							
Blue: Hayfield, Buxworth, Chinley, New Mills, Whaley Bridge, Furness Vale, Chapel-En-Le-Frith, Dove Holes							
Purple: Hope Valley, Peak Dale, Buxton, Harpur Hill, Fairfield							
Green: Gamesley, Charlesworth							

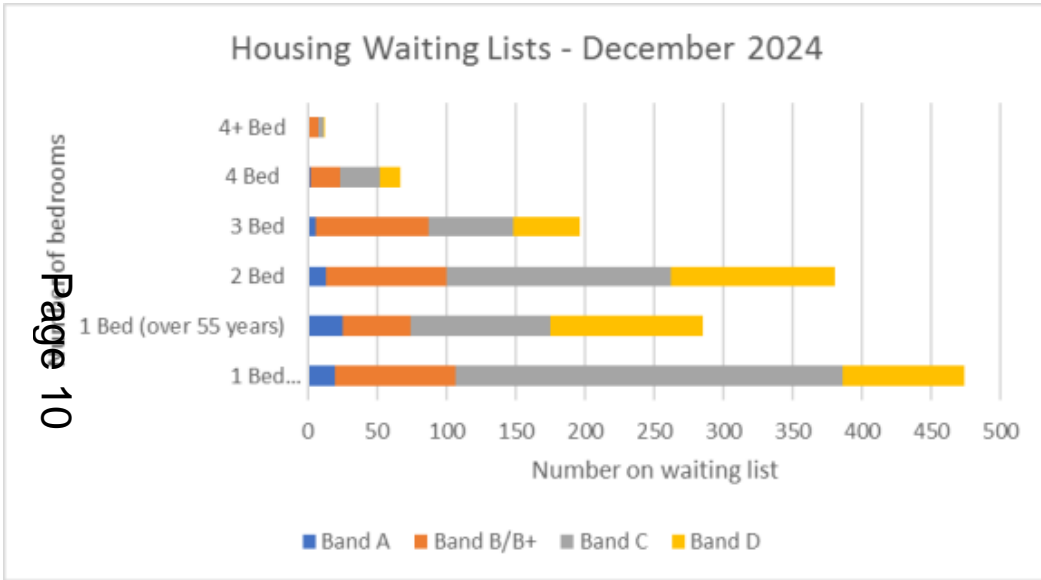
- Damp and Mould

Alliance Norse - Damp & Mould				
Total volume of D&M Cases	YTD Figure		Monthly Figure	
	359		56	
Number of surveys arranged within 14 working days	293	81.62%	51	91.07%
Number of inspections arranged resulting in remedial action by ANL	86	23.96%	0	0
Number of remedial actions commenced within 7 working days of survey	1	0.28%	0	0
Number of "Not Started" cases	10	2.79%	4	7.14%
Number of "Refused" cases	0	0	0	0
Number of "WIP" cases	99	27.58%	45	80.36%
Number of "Complete" cases	250	69.64%	7	12.50%
Number of "Property Sold" cases	0	0	0	0
Total number of live cases	109	30.36%	49	87.50%

- Safety Compliance

Work Area	Council	KPI Type	What is the contractual KPI Measuring?		KPI Description	Reporting Frequency	Q3	Jan
Gas &								
L001H	HPBC	Corporate	Process	Statutory Compliance	Properties with current gas safe certificate.	Monthly	100.00%	99.89%
L002H	HPBC	Management	Process	Service - Delivery	Response time to no heating call out within 24hrs.	Monthly	94.00%	91.00%
Asbestos								
L003H	HPBC	Management	Process	Statutory Compliance	Asbestos Mgt Plan in place (communal).	Quarterly	100.00%	100.00%
L004H	HPBC	Corporate	Process	Statutory Compliance	Completed asbestos Management checks.	Quarterly	100.00%	100.00%
L005H	HPBC	Corporate	Process	H&S	RIDDOR reportable incidents.	Quarterly	100.00%	100.00%
L006H	HPBC - Housing	Management	Process	Service - Efficiency	Digitised Asbestos register records.	Annually	0.00%	0.00%
Fire								
L007H	HPBC	Management	Process	Statutory Compliance	Current FRA on record.	Quarterly	100.00%	100.00%
L008H	HPBC	Management	Process	Statutory Compliance	Emergency light drop test checks.	Annually	100.00%	100.00%
L009H	HPBC	Management	Process	Statutory Compliance	Fire detection & alarm inspections.	Quarterly	100.00%	100.00%
L010H	HPBC	Management	Process	Statutory Compliance	Annual smoke alarm check.	Monthly	100.00%	100.00%
L011H	HPBC	Management	Process	Statutory Compliance	Periodic fire door certification.	Annually	100.00%	100.00%
Electrical								
L013H	HPBC	Management	Process	Statutory Compliance	Properties with valid fixed wire certificate.	Monthly	99.60%	99.70%
L014H	HPBC	Management	Process	Statutory Compliance	Valid Portable Appliance Tests (PAT).	6 Monthly	100.00%	100.00%
L015H	HPBC	Management	Process	Statutory Compliance	C1 remedials rectified at test.	Monthly	100.00%	100.00%
L016H	HPBC	Management	Process	Statutory Compliance	C2 remedials rectified within 5 days.	Monthly	100.00%	100.00%
Water								
L017H	HPBC	Management	Process	Statutory Compliance	Properties with valid L8 compliant WRA.	6 Monthly	100.00%	100.00%
L018H	HPBC	Management	Process	Statutory Compliance	Monthly WRA tests completed.	Monthly	100.00%	100.00%

- Housing Waiting Lists



Monthly total (across all bands)	Oct	Nov	Dec	Trend
Total 1 bed (general needs)	419	485	474	
Total 1 bed (over 55 years)	274	291	285	
Total 2 bed	358	387	380	
Total 3 bed	185	205	196	
Total 4 bed	66	68	67	
Total 4 + Bed	11	12	12	
Total	1313	1448	1414	

Band A - Emergency/Top Priority					
Band B+ - Homeless Applicants in Priority Need Owed the Relief or Main Homelessness Duty)					
Band B- - Urgent Need to Move					
Band C - Identified Housing Need					
Band D - Non-Priority Housing					