



## Cambridge City Council

### Housing Management Board

<p>Scrutiny Committee Members: Councillors Armstrong, Blackhurst, Blencowe, Howell, Kerr, Levy, McGovern, Shah, Todd-Jones (Labour Spokesperson for Housing), and (Alt: Ward)</p> <p>Tenant Reps: Tony Barnes, Diane Best (Chair), Beverley Dennis, Brian Haywood, John Marais and Terry Sweeney</p> <p>Executive Councillor for Housing: Cllr Smart</p>	<h1>Agenda A</h1>
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Agenda despatched and placed on public deposit: 7 January 2010

**Date:** Monday 8 February 2010

**Time:** 5.30pm

**Place:** Committee Room 1, The Guildhall, Cambridge

**Contact:** James Goddard      **Direct Dial:** 01223 457015

**1**      [Minutes](#)

To approve the minutes of the meeting held on 29 September 2009 as a correct record. Pages 1 - 12

**2**      **Apologies**

To receive any apologies for absence.

**3**      **Declarations of interest**

Members are asked to declare at this stage any interests that they may have in an item shown on this agenda. If any member of the Committee is unsure whether or not they should declare an interest on a particular matter, they should seek advice from the Head of Legal and Democratic Services **before** the meeting.

**4**      **Public Questions** (See information below)

## Key Decisions

- 5 [Service Plans for 2010/11, Revenue and Capital Budgets 2009/10 \(Revised\), 2010/11 and 2011/12 \(Forecast\)](#)  
(Contact David Horspool 01223 458131) Pages 13 - 20
- Appendix A – 2009/10 Revised Budget Items –  
January Cycle Pages 21 - 24
- Appendix B – Review of Charges (2010/11) Pages 25 - 26
- Appendix C – HRA Controllable Bids and Savings  
(2010/11 to 2013/14) Pages 27 - 34
- Appendix D – Revenue Budget 2009/10 to 2011/12 Pages 35 - 36
- 2010/11 Service Plans:
- [Housing Revenue Account](#) Pages 37 - 50
    - Appendix 1 Performance Indicators Pages 51 - 58
    - Appendix 2 Contract Register for 2010/11 Pages 59 - 60
  - [Housing General Fund](#) Pages 61 – 78
    - Appendix 1 Performance Indicators Pages 79 – 90
    - Appendix 2 Planned Procurement for 2010/11 Pages 91 - 92

## Non-Key Decisions

- 6 [Customer Access Strategy \(CAS\)](#)  
(Contact Robert Hollingsworth 01223 458401) Pages 93 - 98
- Appendix A: Visual - Parallel Running of Housing  
Services with Customer Service Centre Pages 99 - 100
- Appendix B: Critical Elements of the Tenancy  
Management Service identified by Residents Pages 101 - 102
- Appendix C: Resident Identified Anticipated Risks Pages 103 - 104
- Appendix D: List of Services transferring to  
Customer Service Centre / staying within the  
Housing Service Pages 105 - 130
- 7 [Cambridge Standard Fund 2010/11](#)  
(Contact Andrew Latchem 01223 458402) Pages 131 - 134

- 8 [Service Level Agreement for the Cambridge Federation](#)  
(Contact Sandra Farmer 01223 458312) Pages 135 - 138
- [Appendix 1](#) Pages 139 - 152  
[Appendix 2](#) Pages 153 - 162
- 9 [Leasehold Services - Administration Charges 2010/11](#)  
(Contact Andrew Latchem 01223 458402) Pages 163 - 165
- Appendix 1 - Leasehold Services Pages 165 - 165

<b>Information for the public</b>
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### **Next scheduled meeting**

23 March 2010

### **Public attendance**

You are welcome to attend this meeting as an observer, although it may be necessary to ask you to leave the room during the discussion of matters which are described as confidential.

### **Public Speaking**

You can ask questions on an issue included on either agenda above, or on an issue which is within this committee's powers. Questions can only be asked during the slot on the agenda for this at the beginning of the meeting, not later on when an issue is under discussion by the committee.

If you wish to ask a question related to an agenda item contact the committee officer (listed above under 'contact') **before the meeting starts**. If you wish to ask a question on a matter not included on this agenda, please contact the committee officer by 10.00am the working day before the meeting. Further details concerning the right to speak at committee can be obtained from the committee section.

### **Filming, Photography and Recording**

Filming, photography and recording is not permitted at council meetings. Any request to do so must be put to the committee manager at least 24 hours before the start time of the relevant meeting.

### **Emergency Evacuation**

In the event of a fire or other emergency you will hear a continuous ringing alarm. You should leave the building by the nearest exit and proceed to the assembly point in St Mary's Passage on the left hand side of Great St Mary's churchyard.

Do not attempt to use the lifts.

Do not attempt to re enter the building until given the all clear by a member of the City Council Staff. City Council staff will provide assistance with leaving the building.