



BELLE ISLE TENANT MANAGEMENT ORGANISATION

BOARD MEETING – INC CONFERENCE CALL

AGENDA AND PAPERS

THURSDAY 29th JULY 2021 (6pm)

A blended meeting will take place at the GATE and via Skype and phone call. For those attending via Skype an invitation will be sent. For those attending via phone call BITMO will ring members just prior to the meeting.

Note:

This is the agenda and papers for the Full Board of Belle Isle Tenant Management Organisation (BITMO)

For each item on the agenda there is narrative describing any issues and details of any recommendations requiring Board approval, where appropriate there may be separate reports attached as an appendix

Part A of the Board meeting and related papers are normally open to the public

Part B is reserved for matters confidential to the Board

Board members who wish to discuss any area of the board papers that requires further information or clarification are welcome to contact

***Leon Kirkham (Chair) or Deborah Kelly (CEO)
via Karen Hoole 0113 378 2182***

Part A: Executive Summary

Agenda item	Topic	Why is this important	What can BITMO do as a result	What are the Board being asked to do
Crime Forum report	Report on criminal activity in Belle Isle and the experience of young people.	The Police are attending to discuss.	We aim to put some interventions in place to make Bell Isle a safer place.	Discuss the report.
Reports and financial Statements	Financial Statements show a viable organisation.	Our Auditors will present their opinion on our financial position.	This is a fundamental aspect of how BITMO functions. Our financial position is good.	Approve the financial statements.
Operational report	An overview of what is going on at BIMTO, what is working well, what the challenges are and plans for the future.	Our community face challenges on lots of fronts and we want to support them to build a better future.	We want to use our financial strength to provide more assistance to households who need support, and to help people pay for training and qualifications that will help them get better jobs.	Accept the report and Approve the proposed use of funds.
Charity	We are unable to attract funding to support some of the projects we want to develop because we are financially stable and not a charity.	Charitable foundations won't support us because we have financial reserves.	We want to set up a charity to be able to attract additional funding for the work that we do that is over and above maintaining homes.	Approve setting up a charity.
Upskilling the Caretakers	We don't do enough property inspections to be able to understand the maintenance problems in your homes.	We get 180 repairs requests per week, and we don't have a clear enough picture of the repairs issues in your homes.	If our caretakers were able to do some property visits, we would be able to provide a better repairs service.	Approve provision of additional training to caretakers to provide a better repairs service.
Management Accounts	We provide detailed information on how we spend BITMO's money.	Good financial management is fundamental to a well-run organisation.	Maintain strong financial control.	Receive the report for information.

BITMO Board meeting to be held on Thursday 29th July 2021

At the GATE and via Skype/phone

***WOULD BOARD MEMBERS PLEASE PASS ANY ITEMS FOR 'ANY OTHER BUSINESS' TO THE CHAIR
BEFORE THE DAY OF THE MEETING***

Part A – Public Agenda Items

- Apologies
 - Questions from the public (via phone or email beforehand)
 - Issues raised by Board members for the agenda
1. Discussion topic - Belle Isle Children's Crime Forum Report – *Page 4 & Separate Paper*
 - with comment from West Yorkshire Police.
 2. Reports and Financial Statements 2020-21,
 - with comment by Beever and Struthers – *Page 4 & Separate Papers*
 3. Minutes, Matters Arising and Board Forward Plan – *Page 5*
 - Board Minutes – 27th May 2021 – *Appendix 1 (Page 17)*
 4. Board Forward Plan (for information) – *Page 6*
 5. Operational Report - Update report from the CEO - *Page 7*
 6. Policy Updates – *Page 10*
 - Reserves - *Appendix 2 (Page 29)*
 - Complaints - *Appendix 3 (Page 33)*
 - Donations - *Appendix 4 (Page 37)*
 7. Establishment of Charity Structure – *Page 11*
 8. Upskilling the Caretaker Team – *Page 13*
 9. Scheduled report updates – *Page 14*
 - Management Accounts – Year to 31.3.21
 - Management Accounts – Two Months to 31.5.21
 10. Any Other Business – *Page 16*

Part B – Confidential items

1. Confidential Minutes of the Meeting held on 27th May 2021 (*Conf Paper 1*) – *Acceptance sought*
2. Partnership Opportunity (*Conf Paper 2*) - *Approval sought*
3. Human Resources Report 2020-21 (*Conf Paper 3*) – *Acceptance sought*

Part A – Public Agenda Items

- **Apologies:** To be reported at the meeting.
- **Questions from the Public:** All BITMO Board meetings are normally open to the public, but this is not in effect for the current meeting, due to Covid19
- **Issues raised by Board members:** If Board members have issues that they wish to raise that are not included on the agenda these should be discussed with the Chair **before** the meeting starts.

1. Discussion topic – Belle Isle Children’s Crime Report (Separate Paper)

With commentary from W Yorkshire Police

Recommendation

The Board are requested to NOTE and DISCUSS the report.

2. BITMO Reports and Financial Statements 2020-21 (Separate Paper)

With attendance of Sue Hutchinson of Beever and Struthers, Registered Auditor.

The annual audit of accounts has been conducted by Beever and Struthers (Registered Auditor) and an unqualified audit report had been indicated, along with a Management Letter (enclosed).

The Draft Reports & Financial Statements are separately enclosed.

A draft Letter of Representation is also included (Separately included) for approval in principle by the Board.

The result for the year to 31 March 2021 was a draft surplus of £315k, similar to the expected result reported to the Board in the May meeting.

The detailed Management Accounts which reflect the results for the year are included in item 9 below. As previously reported the significant surplus of £315k is primarily due to a lack of repair costs incurred during the first phase of Covid-19 lockdown last year.

Recommendation

The Board is requested to review and:

- **APPROVE the Draft Reports and Financial Statements for the Year Ended 31 March 2021, subject to any minor presentational amendments agreed at the meeting.**
- **NOTE the Audit Management Letter.**
- **APPROVE the requested Letter of Representation to Beever and Struthers.**

3. Minutes and Matters Arising

In this part of the meeting the Board will consider the notes arising from the Board meeting held on 27th May 2021. The table below summarises some of the matters arising from these meetings and other issues that have arisen since.

Board meeting 27th May 2021

Item	Update
Business Continuity	Further detail in Item 5 - CEO Report.
Repairs Procurement	Mobilisation underway
Planned programme	Major items established on Keystone asset management system. Monitoring of work programmes underway.
Brooms Car Parking	Residents made aware of planning decision by letter.
Kickstart & Lift Off Programmes	Further detail in Item 5 - CEO Report.
Digital Health programme	Further detail in Item 5 - CEO Report.
Policy Reviews (Complaints, Reserves, Donations)	Further detail in Item 5 - CEO Report.
Charity establishment	Further detail supplied in current papers with regard to the relationship between BITMO and the proposed entity.
Board recruitment & AGM	Five potential candidates have expressed an interest in standing at the AGM. Board members due to retire and potentially stand for re-election: Jean Burton, Michelle Lyons, Julie Rhodes

Recommendation

The Board are requested to AGREE the draft Minutes and NOTE the matters arising updates

4. Board Forward Plan

(i) Meetings schedule

Date	Presentation	Discussion Topic	Area for Scrutiny
27 th May 2021	None	Presentation topics Management Agreement Charity structure Complaints Procedure	Human Resources (transferred to July) Complaints Performance KPI's
29 th July 2021 (start of anticipated Blended Meetings)	Police	Crime report Financial Statements Charity structure Partnership opportunity	Human Resources Financial Statements Performance KPI's
2 nd September 2021	LASBT		GATE Health & Safety Tenant Engagement Green Action Plan
30 th AGM			Headline Report Financial Statements
7 th October 2021 (post AGM)		To agree Officers and Co-optees	
25 th November 2021 (TBA)	Risk Register	STAR survey	Anti-Social Behaviour Safeguarding Performance KPI's
27 th January 2022 (TBA)			Budgets Performance KPI's Repairs Risk Register
31 st March 2022 (TBA)			Budgets Retirement Life

(ii) Board Member Bitesize Learning Sessions

Date	Title
May 2021	Teleconference meeting only
July 2021	The Gate Programme - engagement and impact. Hear about the continued remobilisation of our Outreach service. <i>Postponed and verbal update.</i>
September 2021	Repairs & Maintenance Compliance and Health & Safety.
November 2021	Being a Board Member Skills training and responsibilities.
January 2022	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.
March 2022	Lettings & Tenant Support How we let properties and support our tenants.

Recommendation

The Board are requested to NOTE the Board Forward Plan.

5. CEO Operational Report

Introduction

The purpose of this report is to provide an update on BITMO performance and activity during May and June. It sets out our plans for remobilising our service. The report updates the Board on staffing matters and the implementation of Leeds City Council's new Civica IT system.

Planned programme

This year our workstreams are:

Pointing, gutter cleaning, kitchens and bathrooms, mansard roofs including insulation and solar panels, structural work and insulation at the brooms bungalows, grounds works at the 3 storey blocks, water supplies, and decoration and refurnishing of the sheltered communal areas.

A tracker system is in place to record relevant system codes, start dates, expected completion dates, budget, spend, balance and comments.

BITMO Charity

The purpose of the charity is to give us access to charitable foundations for funds to support the work we do that is over and above our pure housing management function. It is intended to increase and diversify our income to address the reduction in management fee provided by LCC.

We have completed the paperwork to create the charity in preparation for a decision at this Board meeting. A separate paper is presented at agenda item 7.

Digital Health update

We have successfully applied for funding to install Wi-Fi into some of our Retirement Life communal areas, and have become designated as a Digital Health Hub. This gives us access to training for staff to better equip them to support our community in accessing digital health services.

Upskilling caretakers

A report is provided on upskilling our caretakers to be able to undertake initial repairs inspections to confirm the diagnosis of the repair and identify whether they need a technical inspection by a qualified surveyor. It is proposed that this will improve customer service and help with accurate repairs ordering. See Agenda item 8.

Designated reserves policy

Board gave approval in May for us to further develop a designated reserves policy in relation to:

1. Property and Estate Enhancement
2. The Green Agenda
3. Training, development and qualifications for tenants and their families
4. Voluntary Group Initiatives
5. Additional services to elderly or vulnerable tenants to improve their living conditions

Clear direction was given that you do not wish to develop a policy that involves cash being given to tenants in relation to financial hardship or in relation to rent account management.

On this basis we are proposing a policy that enables expenditure from reserves, approved annually by the Board to a value of £70k per year, subject to available reserves and other budgetary considerations.

The revised Draft Policy is given in agenda item 6.1

NFTMO

The Board authorised SMT to continue discussions with the NFTMO around a proposal to provide services. Peter Olver and Deborah Kelly developed a service offer that addresses the needs of the NFTMO and provides significant benefits to BITMO. The report requesting approval to enter into an agreement is presented at Confidential Agenda Item 2.

Remobilisation

As lock down restrictions are starting to ease, more of the population is doubly vaccinated and the links between transmission of the virus, and severe disease resulting from it, is slowing down, we are able to think about resuming some form of “normality”. We will maintain social distancing and mask wearing inside the building.

We hope to be introducing our new normal on Monday 2nd August. But as always this is subject to what changes may come in national and local guidance.

(i) Blended working

Each person will work from the office a minimum of two days per week. Some roles will need to be in the office more often, some the full five days. This provides depth and breadth on site to provide the service our customers need. It provides opportunities for individuals to collaborate with colleagues, and maintains principles of work life balance, that individuals have come to really value.

In order to manage presence, people will need to have set days.

(ii) Hot desking

We will have 15 hot work spaces, plus 2 on reception, and one at the GATE reception.

(iii) Board Room

The Board room has become an office with three desks. It has the benefit of natural light and opening windows so it is used more effectively as an office. Meetings in future will be held in the GATE, this will mean that the GATE cannot be available 100% of the time so that meetings aren't coinciding with sessions that are running

(iv) Housing Reception and the GATE

Access will be on a door entry basis, with no more than two people in at any one time, unless prearranged activities are taking place. Closing for an hour at lunch time will enable us to manage workload and resource. Phones will remain on.

(v) The GATE programme

A clear programme of timed activities will replace the open access that we have operated in the past. We are opening on reduced hours, and a reduced but valuable programme in these early stages. We are conducting a listening exercise to gauge what the community want the GATE to provide. There has been discussion in the past about providing training opportunities outside of office hours, and activities for young people. These ideas will be tested and we will report back.

(vi) Sheltered Communal areas

These are being redecorated and re-furnished. We will make better use of them to run activities. The idea is that there is a social activity taking place most days, supported by staff from across the organisation and volunteers.

(vii) Safe working practice

Air flow and hygiene are fundamental. Windows must be open. Doors must be open. Cleaning desks at the beginning and end of the day, is essential.

- Lateral flow testing - we have tests available for staff to use
- Masks, wipes and hand sanitiser are provided. Masks must be worn when moving around the building. Hand washing is crucial.
- We have a NHS Covid QR code to enable us to log in when we arrive. We expect staff to download the App to work phones and log in.

Complaints policy

A revised complaints policy that reflects best practice developed by the complaints Ombudsman was produced for consideration at the Board meeting in May. The policy reduces the number of stages to two, from three, and speeds up the length of time it takes for a customer to work through the process and reach the Ombudsman stage.

We have sought confirmation from LCC that this policy is not in conflict with their policy, and they have confirmed that they operate a two-stage process, and that ours provides shorter timescales and a swifter customer response. The revised approach will have consequences for how often Board are requested to attend complaints panels.

The reviewed policy is detailed in agenda item 6.2.

Conclusions

Performance is positive in most areas, and it is improving where it is not at the level required. It will be some time before we are able to re- stabilise performance in some key areas, as the disruption caused by COVID has been profound.

Recommendation

Board are requested to NOTE and ACCEPT the contents of the report

6. Policy Updates

6.1 Reserves

As discussed in the Operational Report a revised Reserves Policy is given in Appendix 2.

Recommendation

Board are requested to APPROVE the revisions to the Reserves Policy.

6.2 Complaints

Following the last Board meeting a consultation has taken place with Leeds City Council. The central elements of the revised policy were found to be acceptable to LCC, but a slightly more concise form of words has been suggested. This is given in Appendix 3.

Recommendation

Board are requested to APPROVE the revisions to the Complaints Policy.

6.3 Donations

A query was raised at the last Board meeting as to whether a reference to Housing Advisory Panel Funding should be mentioned as a further potential source of donations for organisations in Belle Isle. Discussions with Leeds CC have indicated that whilst every effort would be made to help requests from anywhere in the City, there remains a modest HAP pot for use by BITMO. It would seem sensible to remove this reference to the draft Donations Policy.

The revised policy is given per Appendix 4.

Recommendation

Board are requested to APPROVE the revisions to the Donations Policy.

7. Establishment of Charity Structure

At the Board meeting on 25th March 2021 it was decided that:

- (i) In principle agreement was given for the establishment of the proposed charity
- (ii) Draft Objects were reviewed and some amendments proposed
- (iii) BITMO should control the charity (Association Model of the Charitable Incorporated Organisation)
- (iv) Initial trustees should include the CEO and another staff member as well as a BITMO nominee
- (v) That further development work of the constitution and establishment of the charity was delegated to the Chairs Group, to be reported upon at the Board meeting in May 21.

At the Board meeting on 27th May the Board reviewed the proposed constitution of the charity and requested further detail on the issue of control of the entity and its relationship with BITMO.

To recap, the proposed Objects are as follows:

To address the health, social, economic and environmental inequalities facing the disadvantaged community of Belle Isle (Leeds) by:

(i) developing residents' capacity and skills in such a way that they are better able to identify, and help meet, their needs and to participate more fully in society; and

(ii) the relief of poverty and hardship, by the provision of education, training, health promotion and environmental projects and all the necessary support designed to enable individuals to enjoy self-sufficiency through a sustainable income, improved well-being and a healthy environment

The solicitor (Rollits) highlighted the following matters:

- Provided a majority of the trustees are not also residents of the Belle Isle Estate (or connected to people who are residents) then any incidental benefits for tenants will not be an issue. Anyone who is appointed a trustee who lives on the Estate or people connected to them could therefore potentially benefit from the CIO's work in their capacity as beneficiaries of the Charity and residents of the Estate.
- The day to day management of the charity would be controlled by trustees but the Board would retain overall control of the entity by being the sole voting member.
- The initial trustees need to be named in the document before it is submitted to the Charity Commission as part of the registration process. The Board would therefore need to provide a nominee to sit as trustee. This may be an Officer such as the Chair, or another member.

The Charity would apply for funds to trusts and foundations to carry out work in line with its Objects. This would include the LIFT OFF programme.

Staff would be seconded to the Charity to carry out the work and a charge would be raised for the time and utilities used. A VAT Group would be established to include both BITMO and the Charity so that there was no VAT cost in terms of the charges. In order for such a VAT Group to be established there would need to be overall control of the Charity by BITMO.

Control would be exercised by means of BITMO being the only voting member of the Charity (under the Association model as modelled by the Charity Commission). Voting would be by means of General Meetings which can be called at any time. BITMO could admit and dismiss trustees to run the Charity.

Day to day business would be overseen by trustees. Initial trustees suggested in the report on 27th May were the a BITMO Board member, the BITMO CEO and the BITMO Head of Finance and Governance. Staff members would only be trustees as long as they were staff members of BITMO.

There is therefore intended to be a dual control over the Charity – with BITMO as a sole voting member, being able to appoint and remove trustees and having staff members as trustees who are in themselves under the control of BITMO.

There would need to be other trustees in due course and their appointment would be under the complete control of BITMO.

Trustees of the Charity would have under their control any such monies that had been granted by funding bodies. Initial advice from our insurance underwriter is that there will not need to be additional insurance cover for the Charity as it will come under existing arrangements. No seed funding is therefore envisaged and the Charity would live off its income as it is achieved.

Recommendation

Board is asked to:

- **DECIDE whether the level of BITMO control over the Charity would be acceptable and if so to:**
- **ACCEPT the draft Constitution**
- **AGREE a nomination for the Trustee Board**

8. Upskilling the Caretaker Team

The purpose of this report is to present a proposal to upskill our caretakers to be able to undertake initial repairs inspections to confirm the diagnosis of the repair and identify whether they need a technical inspection by a qualified surveyor. This would speed up customer service and help with accurate repairs ordering.

We receive 180 requests for repairs per week 95 % are ordered directly without an inspection taking place. The rest are ordered after a technical inspection by a qualified surveyor. The waiting time for a survey is typically two weeks. This is a much speedier service than that provided by LCC, however at times when demand is high, or key staff are on leave, the time can be significantly longer.

Providing training to our caretakers to enable them to identify defects, take photographs, measure, and provide basic advice for how to manage the defect in the period before it is remedied would strengthen our customer service considerably.

The exercise would require a job evaluation process to determine what impact upskilling and a slight change in job description would have on salary points.

By way of illustration, re-grading from the current pay point B2 to B3 would cost £600 per person per year. However, that cost would come out of the repairs budget, as part of the costs of providing the service, so would not increase expenditure overall.

Advantages of the proposal:

More skilled and flexible workforce

Skills development for the team

Improved customer service

Ability to manage peaks in demand

More accurate repairs ordering

Savings in terms of temporary staff to deal with absences,

Recommendation

Board are requested to APPROVE offering caretakers the opportunity to upskill, and to commence a short period of training to enable them to diagnose repairs, provide accurate measurement and report back to the repairs team.

9. Scheduled Updates

9.1 Management Accounts

(i) Year to 31st March 2021

Expenditure	Full Year Budget £	Year to Date Budget £	Actual Spend £	Variance
Responsive Repairs – All costs relating to day to day repairs including caretakers’ work on voids	1,283,806	1,283,806	1,067,457	216,348
Staffing – Housing Staff- All staffing costs relating to delivery of housing services (Rents, Relets, Repairs, Finance, Gate)	1,019,895	993,514	1,011,298	(17,784)
Planned Maintenance – All planned maintenance costs including caretakers’ environmental work and Three Storey Flats	519,167	519,127	447,468	71,658
Aberfield Gate – All costs relating to BITMO’s day to day operation and Bitmo's Gate	292,115	270,516	268,408	2,108
Service Level Agreements – All costs relating to service agreements	58,881	58,881	55,404	3,477
Sheltered Housing – All costs relating to the delivery of Sheltered Housing services (Wardens)	78,869	78,869	80,113	(1,244)
Total Expenditure	3,252,732	3,204,712	2,930,149	274,563
Income				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,254,644	3,254,644	3,244,735	(9,909)
Operating Surplus/(Deficit)	1,912	49,932	314,586	264,655

The overall result was a surplus of £314k, as predicted in previous meetings. The majority of this underspend was due to the first lockdown period of the pandemic when many repair orders reduced dramatically, although urgent repairs were done and non-urgent ones were queued.

The overspend on staff costs was due to the re-structure costs agreed by the Board in May 2020. These costs will be recoverable in efficiency savings over five years.

(ii) Revenue accounts for the Two Months to 31th May 2021.

Expenditure	Full Year Budget £	Year Date Budget £	to Actual Spend £	Variance
Responsive Repairs – All costs relating to day to day repairs including caretakers’ work on voids	1,259,829	209,971	220,867	(10,895)
Staffing – Housing Staff- All staffing costs relating to delivery of housing services (Rents, Relets, Repairs, Finance, Gate)	1,025,042	166,483	156,949	9,534
Planned Maintenance – All planned maintenance costs including caretakers’ environmental work and Three Storey Flats	533,713	66,546	75,682	(5,989)
Aberfield Gate – All costs relating to BITMO’s day to day operation and Bitmo's Gate	244,784	34,289	55,394	(21,105)
Service Level Agreements – All costs relating to service agreements	58,881	9,813	9,813	0
Sheltered Housing – All costs relating to the delivery of Sheltered Housing services (Wardens)	82,345	13,724	13,046	679
Amortisation of office improvements over ten years	5,040			
Total Expenditure	3,209,633	503,975	531,751	(27,777)
Income				
Management Fee, Sheltered Fee, Incentive Payments, Bank Interest	3,161,610	521,390	542,075	20,685
Operating Surplus/(Deficit)	(48,023)	17,415	10,324	(7,092)

Variances explained

A brief explanation is given below on the main variances of expenditure against the budget in the first two months of this financial year to the end of May 2021.

Responsive repairs

£10.9k more was spent against the budget for Responsive Repairs. This underspend is largely due to:

1. The main Repairs contract has an overspend of £1.5k. Repairs carried out on the Void Properties was overspent by £15.k. There was an overall net underspend of £29.4k by the main contract on day to day repairs other than repairs on voids and Disrepairs were £14.6k.
2. Repairs by other contractors are overspent by £8.5k. The main overspent on repairs by other contractors is on Asbestos Testing which were 10.3k more than the budget whereas Day to day repairs by other contractors were underspent by £1.6k
3. Expenditure on repairs carried out by in-house caretaking team is £14.1k more than the budgeted amount mainly due to payroll cost of the caretaking team being £14.8k more than the budget.

Staff Costs

Expenditure on staff costs is £9.5k less than the budget. structure.

Planned Maintenance

The Planned Maintenance budget is overspent by £6k. This is mainly due to payroll cost being overspent by £3.3k and Environment skips overspent by £2.3k

Aberfield Gate

Aberfield Gate cost includes day to day running cost of the organisation and of the BITMO's GATE. This is overspent by £18.3.

Whereas running cost is underspent by £4k mainly due to less of postage cost which is underspent by £1k and year to date saving of ££1.4k on Rates.

BITMO's GATE is overspent by £23.7k mainly due to £24,7k of Creating Digital Access grant expense being included here. Corresponding grant income is included separately in the Income.

Income

£20.7k more income was earned in the first two months of this financial year. This is mainly due to £24.7k of Creating Digital Access grant. Income includes £2.4k of penalty on not meeting the voids target,

Recommendations

- **Board is asked to ACCEPT the above Management Accounts.**

10. Any Other Business

Date of Next Meeting: Thursday 2nd September 2021 at 6.00pm

APPENDIX 1

BOARD MINUTES 27th May 2021

FULL BOARD
Minutes of a Teleconference Meeting
Meeting held on
Thursday 27th May 2021

Present: Leon Kirkham
Jean Burton
Cllr Paul Truswell
Ashley Knowles
Lisa Caley
Julie Rhodes
Iris Crummack
Michelle Lyons

In Attendance: Deborah Kelly (Chief Executive Officer)
Peter Olver (Head of Governance & Finance)
Andrew Walker (Head of Repairs and Maintenance)
Peter Greenwood (LCC)
Mandy Sawyer (LCC)

PART A – Public Agenda Items

Apologies

Apologies were received from: Margaret Brown, Tracey Morris, Sharafath Ghafiri, Bev Walker

Questions from the Public

There were no members of the public present.

Issues raised by Board Members for the Agenda

There were no issues raised.

1. Minutes and Matters Arising

The minutes of the Board meeting held on 25th March 2021 were approved.

a. Matters Arising from the Full Board Meeting held on 25th March 2021

Item	Update
Green Agenda	Policy and Action Plan agreed by the Board. Thermal survey of 200 properties complete – to inform base line data and forward insulation programme. Solar panels installation to continue roofing schemes. Solar panel proposal re Aberfield Gate. Tree planting to begin again in the autumn following consultation with tenants.
Palliative Care Flat	Work is currently underway.
Brooms Car Park	Planning consent declined by LCC – this was discussed under item 2 CEO Report
Contractor procurement	This item was discussed under Item 2 CEO Report and Part B – Confidential Items
Kickstart & Lift Off Programmes	This was discussed under Item 2 CEO Report.
Charity establishment	This item was discussed under Item 5.
Charter for Social Housing	Complaints procedure reviewed in principle by the Chairs Group. This item was discussed under Item 4.
Board recruitment & AGM	<p>Potential candidate numbers are still low following the advert campaign. Board members were whether they know of potential candidates and report to the CEO.</p> <p>It is anticipated that an actual meeting may be possible for the AGM in September. A timeline and venues are being explored.</p>

Board members raised the following questions:

Q. What is happening with the Broom Gardens Parking Application?

A. The application has been declined. Letters to tenants will be sent out following the Board meeting.

Recommendation for Noting

The Board were requested to NOTE the matters arising updates.

Noted.

2. CEO Operational Report

The Chief Executive Officer presented the CEO Report and highlighted the following: -

2.1 Performance

A detailed performance report was provided in advance of the meeting.

The Chief Executive Officer advised that performance is positive in most areas and improving where it is not at the level required.

It will be some time before performance is stabilised in some key areas due to the disruption caused by COVID.

2.2 Repairs and maintenance procurement

The Chief Executive Officer advised that the process to procure a new responsive repairs and maintenance contract effective is almost complete. The contract will be awarded on 7th June 2021 with a mobilisation period to follow from 7th June to 12th August 2021. The contract is due to start from September 2021.

This item was discussed further in Part B – Confidential Items of the meeting.

2.3 Planned programme

The following planned work is included in the Planned Programme: -

- Kitchen and Bathrooms
- Pointing
- Gutter cleaning
- Mansard roofs including insulation and solar panels
- Structural work and insulation at the brooms bungalows
- Grounds works at the 3 storey blocks
- Water supplies
- Decoration and refurnishing of the sheltered communal areas

Progress reports on delivery will be brought to future Board meetings.

2.4 Brooms Car Park

Planning permission for the Brooms Car Park project has been refused based on deterioration of available green space and the climate emergency.

The decision has been appealed but there is no opportunity for this to be reconsidered.

Residents will be informed by letter of the decision following this Board meeting.

2.5 BITMO Charity

The application to create the charity has been completed. The next step, once signed off by the Board, is to get the Charity Commission to determine whether we have complied correctly with its purpose and aims. This item was discussed in detail under Item 5.

2.6 LIFT OFF and Kick start

2.6.1 Lift Off

The Chief Executive Officer advised that the Lift Off programme is part of the charity strategy and is a programme of personal development designed to help young people to achieve success in school, college, university or work. It focuses on self-development, setting and achieving goals.

The programme is being offered to our community, and local schools and colleges. Notre Dame 6th form college are very keen, and it is anticipated that the programme will be delivered there in November 2021.

An alternative provider in Belle Isle has also taken an interest and discussions are underway with them about provision of the service.

Due to the lack of local partners/schools involved in the project that further work be undertaken in this area to encourage local schools e.g. Cockburn School to become involved.

2.6.2 Kickstart

is a Government funded scheme to help young people into the workplace. It is anticipated that support can be provided to three young people to get a “kickstart” into the world of work - one person in Tenancy Support, one in Customer Service, and one in the caretaking team.

The young people will benefit from 25 hours of work experience, training and personal development each week for six months.

2.7 Digital Health update

This project is about us supporting people who are digitally excluded to access health information. The provision of a tablet to 50 households is being supported through this project. The tablets have been pre-loaded with individually relevant health apps and other software to enable them to engage with their health concerns and to access services digitally.

One of the benefits to this initiative is that BITMO may be able to become a digital health hub, which will enable us to work with the local health partnership. This may include training, social prescribing and supporting more households than the 50 we have already identified.

2.8 Board Forward Plan

A Board Forward Plan and Bitesize Learning Programme was presented at the meeting as follows: -

(i) Meetings schedule

Date	Presentation	Discussion Topic	Area for Scrutiny
27 th May 2021	None	Presentation topics Management Agreement Charity structure Complaints Procedure	Human Resources (transferred to July) Complaints Performance KPI's
29 th July 2021 (start of anticipated Blended Meetings)	Police/LASBT		Human Resources Health & Safety Financial Statements Anti-Social Behaviour Safeguarding Performance KPI's Risk Register review
2 nd September 2021			GATE Tenant Engagement Green Action Plan
30 th AGM			Headline Report Financial Statements
7 th October 2021 (post AGM)		To agree Officers and Co-optees	
25 th November 2021 (TBA)	Risk Register	STAR survey	Anti-Social Behaviour Safeguarding Performance KPI's
27 th January 2022 (TBA)			Budgets Performance KPI's Repairs
31 st March 2022 (TBA)			Budgets Retirement Life

(ii) Board Member Bitesize Learning Sessions

Date	Title
May 2021	Teleconference meeting only
July 2021	The Gate Programme - engagement and impact. Hear about the continued remobilisation of our Outreach service.
September 2021	Repairs & Maintenance Hear about how the new repairs contract will operate and an update about the Caretaking Service.
November 2021	Being a Board Member Skills training and responsibilities.
January 2022	Rents and Tenants Responsibilities An update on rent collections and how we support a positive payment culture.
March 2022	Lettings & Tenant Support How we let properties and support our tenants.

Recommendation

The Board were requested to note the contents of the report.

Noted.

3. Revised Modular Management Agreement with Leeds CC

Mandy Sawyer from LCC attended the meeting to give a brief overview of the MMA with Leeds CC.

The last signed agreement with LCC over the management functions of BITMO with regard to the council house stock of Belle Isle estate was in 2014.

Discussions have been underway since 2019 about a revised agreement to bring it up to date. These discussions are now concluded and both sides are in a position to seek sign off from their respective governing bodies.

The full documentation is available to any member who wishes to review it in detail. This can be done by contacting Karen Hoole.

Local Ward Councillors have been notified of the process and invited to a briefing session by Leeds CC.

The new agreement will be due for review in five years' time (2026).

Mandy Sawyer left the meeting at this point.

Recommendation for Approval

The Board were asked to discuss and if suitable ACCEPT and APPROVE the revised Management Agreement between BITMO and Leeds CC.

Accepted and Approved.

4. Policy Reviews

4.1 Reserves Policy

The Chief Executive Officer advised that Belle Isle TMO is required to maintain a level of reserves for the organisation. That level is £750,000 but the figure is currently in excess of this amount. The Chief Executive Officer requested that some of this excess money be used to commission more work and fund projects such as: -

1. Property and Estate Enhancement
2. The Green Agenda
3. Training, development and qualifications tenants and their families
4. Voluntary Group Initiatives
5. A Hardship Fund
6. Additional services to elderly or vulnerable tenants to improve their living conditions

BITMO funds derive primarily from the LCC Housing Revenue Account and therefore the proposal for a hardship fund needs to be approved by Leeds City Council. The wording is also currently being checked by our external auditors.

The revised policy will establish an effective, accountable and transparent framework for using reserves to meet organisational aims, to add value to the Belle Isle community.

Peter Greenwood (LCC) will contact the Head of Governance and Finance with the relevant contact details at Leeds City Council.

Recommendation for Approval

The Board were asked to discuss and if suitable ACCEPT the revised Reserves Policy with any potential revisions being put to the July Board meeting.

The Reserves Policy was agreed in principle with the exception of the Hardship Fund and is dependent upon further discussions with Leeds City Council.

A further report will be submitted at the next Board Meeting in July.

4.2 Complaints Policy

In line with recommendations from the Housing Ombudsman and the Government Social Housing White Paper of Nov 2020, a review of BITMO's Complaints Policy has been conducted.

BITMO's Complaints procedure currently has a three-stage process. The last stage comprises of a review by Board members.

The revised policy outlines a two-stage process as recommended by the Ombudsman. The second stage would be with two rather than three Board members and a member of the senior management team.

It was agreed to seek approval for the changes from Leeds City Council. Peter Greenwood (LCC) will forward contact details to the Head of Governance and Finance.

Recommendation for Approval

The Board were asked to discuss and if suitable ACCEPT the revised Complaints Policy.

The Complaints Policy was agreed in principle pending discussion and agreement with Leeds City Council.

A report will be submitted at the next Board Meeting in July.

4.3 Donations Policy

A draft Donations Policy was presented at the meeting. BITMO does not currently have a donations policy but it does receive requests for donations from time to time.

BITMO has donated funds to volunteer groups and schools and has also donated to contributions when staff and volunteers have raised money for other causes. A Policy is therefore needed to give parameters around which applications can be considered.

Cllr Truswell requested that we check whether Belle Isle tenants are eligible to apply for Leeds City Council HAP funding.

Recommendation for Approval

The Board were asked to discuss and if suitable ACCEPT the revised Donations Policy.

The Donations Policy was agreed in principle pending clarification of eligibility of Belle Isle tenants to access LCC HAP funding and correction of the relevant paragraph on Page 47.

5. Establishment of Charity Structure

At the Board meeting on 25th March 2021 it was decided that:

- (i) In principle agreement was given for the establishment of the proposed charity
- (ii) Draft Objects were reviewed, and some amendments proposed
- (iii) BITMO should control the charity (Association Model of the Charitable Incorporated Organisation)
- (iv) Initial trustees should include the CEO and another staff member as well as a BITMO nominee
- (v) That further development work of the constitution and establishment of the charity was delegated to the Chairs Group, to be reported upon at the Board meeting in May 21.

Further discussions have been held with the solicitor in order to prepare the constitution.

A draft constitution was provided.

The Chair requested more time for the Board to discuss and read the documentation provided. Specific questions were invited and will be fed through the Chief Executive Officer and the Head of Governance and Finance.

Recommendation for Approval

The Board were asked to:

- ACCEPT the draft Constitution
- AGREE a nomination for the Trustee Board

It was agreed for the Board to delay approval for the draft constitution until they have had more opportunity to understand the potential relationship of the charity to BITMO.

This item will be discussed and submitted for approval at the next Board meeting in July.

6. Scheduled Report Updates

6.1 Complaints Report 2020-21

An annual report of complaints to 31st March 2021 was presented to the Board.

The majority of complaints were about repairs issues, followed by managing tenancies and the letting of properties.

The BITMO Management Team will investigate the complaints received to identify the root causes and where possible the actions necessary to prevent similar issues arising in the future.

Compliments have been received through the year, especially with regard to the phone contact with vulnerable tenants at the start of the pandemic. These are currently being collated.

Recommendation for Approval

Board is asked to note and approve the above Complaints Report.

Noted and Approved.

6.2 Financial Reports

6.2.1 Revenue Management Accounts 2020-21

Work on the management accounts for the year ended 31st March 2021 is nearing completion. It is expected that the result will be a significant underspend on repair costs as a result of the initial Covid related lockdown in the early part of the year.

The Management Accounts to 31st January showed a potential surplus of over £300k and it is expected that the year-end result will be of a similar or even greater magnitude.

Repair costs picked up after June 2020 and are now at levels which are approaching pre-Covid levels. The bounce back did not however affect the under spend for the first quarter.

Management accounts and draft financial statements will be presented to the Board at its meeting in July 2021.

6.2.2 Capital Accounts 2020-21

The Repairs team and contractors have been working hard to ensure that as much as possible is accomplished given the restrictions caused by the Covid 19 lockdowns.

Current indications are that 85% of the original budget will be spent, if current commitments are completed in time. These include some £300k of Capital work.

The work is being completed after the year end, but as it was underway at the year end the cost will be accrued into the 2020-21 financial year.

Recommendation for Approval

The Board were asked to approve 2020 to 2021 Revenue and Capital reports.

Approved.

6.3 Audit Plan

The Audit Plan for 2020 to 2021 provided by Beever and Struthers was provided at the meeting.

Details of how the Auditor will approach the work and what will be the prime areas of focus were included.

Recommendation for Approval

The Board were asked to review the Audit Plan 2020-21 and approve the Report.

Noted and Approved.

7. Any Other Business

The Chief Executive Officer informed Board members of a new digital initiative – Houses for the Future - by Leeds City Council.

The initiative involves monitoring fitting sensors to properties to measure CO₂, temperature and humidity.

It is envisaged that the initiative will help to monitor planned maintenance of properties and help tenants to save energy.

The initiative will be offered to tenants on a voluntary basis.

Recommendation

The Board were asked to approve for the Leeds City Council Houses for the Future Initiative to be taken forward for discussion and Approval by the Chairs Group.

Approved.

Date of Next Meeting: 29th July 2021 at 6.00pm

APPENDIX 2

DRAFT REVISED RESERVES POLICY

Belle Isle Tenant Management Organisation

RESERVES POLICY

PURPOSE

This policy establishes an effective, accountable and transparent framework for using reserves to meet organisational aims, to add value to the Belle Isle community.

SCOPE

Belle Isle TMO Reserves are split into two current categories:

(i) Free Reserves

BITMO uses the term Free Reserves to describe that part of the Organisation's income which is freely available for its general purposes. Reserves are therefore the resources not yet spent, committed, designated or invested in fixed assets.

(ii) Designated Reserves

These are part of overall reserves which have been currently designated by the Board for specific defined purposes.

POLICY STATEMENT

Free Reserves are intended to:

- to fund working capital (see below);
- to fund unexpected expenditure, for example when unplanned events occur;
- funds to be used to cover expenditure in the event of reduced income or changes in circumstances.

The Board considers that the correct level of free reserves could be considered to be three months operating costs. This timescale is considered to be adequate to ensure continuity of service to Belle Isle in the event of a threat of reduced funding, the need to restructure the organisation or the occurrence of significant unplanned circumstances.

This level of free reserves would equate to some £750k.

Any excess funds that are identified over and above current need are deemed to be held as a designated fund for investment within Belle Isle Estate and for the benefit of the Belle Isle community and the people of Belle Isle Estate.

Designated reserves are to be used in support of Belle Isle TMO's aims .

- Providing high quality services
- Building a stronger safer belle isle
- Being a well-run TMO

Funds may be made available from designated reserves up to a value of £70k per year to promote:

1. Property and Estate Enhancement
2. The Green Agenda
3. Training, development and qualifications for tenants and their families
4. Voluntary Group Initiatives
5. Additional services to elderly or vulnerable tenants to improve their living conditions

Applications for funding from the designated reserves can be made in relation to these categories by individuals or groups.

The application process will involve confirmation and evidence that the applicant satisfies the eligibility criteria as follows:

Property and Estate Enhancement and the Green Agenda

1. The area in which the investment is required is managed by BITMO under the Modular Management Agreement with LCC.
2. The investment will have a positive impact on the immediate area in terms of physical appearance and /or carbon reduction
3. Public consultation has demonstrated that there is support for the investment

Training, development and qualifications for tenants and their families

1. The applicant is in nil rent arrears and is not in breach of the tenancy agreement
2. The applicant commits to engaging with employment support provided by BITMO
3. The applicant is eligible under the conditions of the awarding body to study for the qualification
4. The applicant has been accepted onto the course
5. The applicant has demonstrated, by financial assessment, that they are able to fund 50% of the cost of the course

Voluntary Group Initiatives

1. The proposed initiative involves a group of 6 or more tenants
2. The group has a constitution and bank account to receive the funds
3. Support for the initiative is tested in the community and it is demonstrated that there is a demand for it.

Additional services to elderly or vulnerable tenants to improve their living conditions

1. The applicant's chance of sustaining a tenancy will be severely compromised without the provision of support up to a maximum value of £300, or
2. The applicant is unable to organise and fund the work required, for which they are responsible
3. A financial assessment indicates that in the case of 2 above they are in a position to fund 50% of the cost of the work up to a maximum value of £600 .

Designated Category	Scope	Eligibility	Decision responsibility	Sum designated per annum
Property and Estate Enhancement	Fencing, seating, planting	All properties, subject to public consultation	Board	£40k
Green Strategy	Green energy solutions, planting	All properties, subject to public consultation	Board	£5k
Training and qualifications	Paid for qualifications up to £1k, per year 50% contribution	All Estate, subject to financial assessment	Panel	£5k
Decorating and minor works	1 room per 3 years, 50% financial contribution	All Retirement life or equivalent, subject to financial assessment	Panel	£10k
Tenancy sustainability	Provision of, household goods	New tenancy, or ongoing tenancy responding to crisis.	Tenancy Support Manager	£5k
Voluntary group initiatives	Grants up to £500 per year.	Constituted group, bank account,	Board	£5k

APPENDIX 3

DRAFT REVISED COMPLAINTS POLICY

Belle Isle Tenant Management Organisation

COMPLAINTS POLICY

1. PURPOSE

This policy establishes an effective, accountable and transparent framework for managing customer complaints about service failure, and resolving problems caused by service failure. It complies with best practice (in the form of The Housing Ombudsman's Complaint Handling Code, July 2020) and the recommendations of the 2020 Housing White Paper.

2. SCOPE

The complaints policy relates to all requests for service from BITMO tenants, or third parties who are affected by the services BITMO provides.

3. POLICY STATEMENT

Belle Isle Tenant Management Organisation strives to provide an excellent standard of service. However, we recognise there may be occasions where someone may need to make a comment or a complaint.

We welcome complaints and feedback from all tenants and residents within our area and we will make sure it is easy for people to do this. In considering complaints about our service we will investigate whether approved policy has been applied in a correct and timely way, whether all relevant matters have been taken into consideration, and whether the service has been provided courteously, objectively and efficiently.

We will use complaints as a means of identifying areas for service improvement and compliments will be used to identify good working practices. Feedback in all forms will be used to support this.

What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service received. This can include actions, or lack of action, by BITMO staff, or those acting on behalf of BITMO. A complaint can be made by an individual customer, an advocate, or group of customers.

What is not a complaint?

A request for service, or information, or a complaint about a neighbour or other third party is not a complaint within the terms of this policy.

A matter will not be normally considered under this policy if:

- the issue giving rise to the complaint occurred over six months ago,
- it is subject to legal proceedings
- it has already been considered under the complaints policy.

Managing Complaints

Complaints can be made:-

- In person at the Housing Office
- To any member of staff when they are on the estate
- By telephone
- In writing to B.I.T.M.O.
- By e-mail to:- bitmo-complaints@belleisletmo.co.uk
- Via our website – www.belleisletmo.co.uk
- Via a third party authorised to act on their behalf

Stages and timescales

There are 2 stages to our complaint policy.

(i) Stage 1

When a complaint is received this will be logged at Stage 1 of our policy. Customers will receive an acknowledgement within 3 working days. The target response is 10 working days.

Stage 1 complaints will be investigated by a member of the BITMO Management Team who will address all issues raised and provide an outcome to the complaint. Details will be provided on how to escalate a complaint if a customer is dissatisfied with the outcome.

(ii) Stage 2

Where a complaint is escalated after initial investigation, this is logged at Stage 2 of our policy. This will be acknowledged within 3 working days and the target for response is 15 working days.

Stage 2 complaints will be reviewed by a member of the Senior Management Team, and a panel of a minimum of 2 Board Members (The Complaints Panel). The customer has the opportunity to meet with The Complaints Panel in person to explain their concerns.

The purpose of the review is to consider whether all appropriate factors were taken into consideration at stage 1, whether the conclusions reached were reasonable, and to identify any potential remedies to a complaint.

If the customer remains dissatisfied after this stage, they are entitled to refer their complaint to the Housing Ombudsman (telephone: 0845 602 1983 or 024 7682 1960; advice@lgo.org.uk; Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH; www.lgo.org.uk).

Outside of these two stages, there may be circumstances in which a complaint can be resolved informally, with the customer's agreement. If this is the case, contact will be made with the customer following receipt of their complaint.

Confidentiality

The principle of confidentiality will be maintained at all times, details of customer contact will never be discussed with a third party outside the necessary investigation of the case.

APPENDIX 4

REVISED DRAFT DONATIONS POLICY

Belle Isle TMO

Draft Donations Policy 29.7.21

1. INTRODUCTION

It is considered best practice in terms of fairness, equity and transparency that BITMO has a donations policy and that it reports on donations given and received via the audited financial statements at the annual general meeting each year.

2. AIMS AND OBJECTIVES

The aim of the policy is to set out the circumstances where BITMO will consider making donations, where it will not consider making donations and also its policy in relation to receiving donations from others. The policy will ensure transparency to staff, Board members and our external stakeholders in relation to the giving and receiving of such donations.

The policy is based on its overall objectives, being: to act for the benefit of the community in the Belle Isle Estate; to carry on the business of providing, maintaining and managing housing and associated amenities and activities within the area of benefit.

BITMO fundraising and fund giving should support initiatives that benefit tenants and the wider community of Belle Isle Estate, Leeds in order to improve the quality of people's lives.

3. INTERESTED PARTIES

Any donations given by or to the Organisation must not compromise its integrity or that of its staff or volunteers, they will be openly declared and any potential conflicts of interest will be properly declared and dealt with.

The policy should be read in conjunction with BITMO's Code of Conduct, Gifts and Hospitality, Anti-Bribery and Anti-Money Laundering policies, as well as staff terms and conditions of employment.

4. RISKS

The policy is designed to ensure that there are no risks associated with making reasonable and proportionate donations from our income. Donations and sponsorship to individuals will not be permitted. The policy will provide staff, Board members and our wider stakeholders with clarity on the approach to receiving and providing donations.

5. ANNUAL BUDGET AND REPORTING

Donations paid should only be made from designated budget headings established for that purpose, including the transfer of monies from other budgets by decision of the Board.

All donations made will be declared and detailed in the annual Reports and Financial Statements of the organisation.

All donations received over £1k will also be detailed in the financial statements.

6. POLICY PRINCIPLES

The Organisation recognises that its aims and objectives all are founded on the income that it receives and that the principle indirect source of income is from our rents due by tenants of Leeds City Council.

This Policy will follow the following conditions:

- Requests are likely to be considered as one-off donations. If multiple donation requests are received these will be considered by the Board.
- Donations will be considered for local events where our residents and their immediate household will gain some benefit. Where these events are annual, the governing Board will decide a period of time suitable to allow sponsorship, for example, 3 years, before a period of review will be undertaken
- Donation applications will be considered from local organisations representing the wider community, rather than from individuals. This can include local schools where specific projects are being considered. Groups should be legally constituted and have a bank account.
- BITMO is unfortunately not able to consider donation applications from individuals.
- ~~Local groups and organisations will also, when suitable, be referred to the Housing Advisory Panel Grants Fund, administered by Leeds CC. (Removed as per above)~~
- The Organisation may potentially accept donations from existing contractors, consultants, and suppliers for events and activities where this benefits the community, unless such a donation may be seen to be related to the award of a contract by BITMO.
- The raising of external charitable funds by staff or Board members will be acceptable between staff and Board members, provided this is reasonable and voluntary.

7. COMMUNITY BENEFITS

The Organisation will report on these items annually to our governing Board, our tenants and our wider community.

8. EQUALITIES

BITMO is committed to:

- Treating people fairly
- Not allowing unlawful discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations within the community and communities.

For further detail please refer to the Organisation's Equal Opportunities Policy

9. COMPLAINTS AND APPEALS

All appeals will be referred to the Organisation's Governing Board, whose decision will be final. There is no further course of appeal. Should someone feel that they have been treated

unfairly, or that the policy is discriminatory in any way, they can use the Organisation's complaints handling procedure. A copy of this procedure is on the website www.belleisleymo.co.uk and also available from the office.

10. REVIEW

This policy will be reviewed every three years and a report on donations made annually to members at the Annual General Meeting.

Draft: PO 29.7.21

Review:

Adopted:

BITMO BOARD MEETING 29/7/21

FINANCE PAPERS ADDENDUM RE CAPITAL SPEND April-June 2021 on Keystone

2021/22 Programmed repairs tracker	Finance Code	No units	Start on site date	Expected completion	Budget	Spend	Balance	Comments		
Total Budget	16517									
Workstreams										
Kitchens	33122(33314000003011)	(19)21	01/04/2021	31/12/2021	£121,000	0.00	£121,000	Budget approval for 16 Mears programme has 21 properties. Work started but impacted by COVID. Progress 10%.		
Bathrooms	33123	5	02/04/2021	01/01/2022				With Mears, 1 bathroom complete. Progress 20%,		
Gutters	tbc	tbc	tbc	tbc	tbc	tbc	tbc			
Adaptations	33313	12	on going	on going	£60,000	£0.00	£60,000	... Belle Isle Road and 4 Aberfield Gate will significantly exceed budget current estimate on these 2 circa £80k.		
Water services	33317	(26) 27	01/04/2021	31/08/2021	£50,000	£46,644.00	£3,356.00	Programme shows 27 properties ordered? 22 complete, Progress 81.4%		
Footpaths	33315	tbc	tbc	tbc	£30,000	£0.00	£30,000.00	footpath survey tbc		
Mansard roofs	33305	18	16/8/21 tbc	26/1/22 tbc	£295,500	£0.00	£295,500.00	With NPS tender stage		
Timber framed properties	33307	21	23/08/2021	25/02/2022	£388,500	£0.00	£388,500.00	With NPS tender stage		
Ground works to 3 storey block	33312	5	06/09/2021	01/10/2021	£98,000	£0.00	£98,000.00	With NPS tender stage		
Stock condition surveys	33311	200	01-Sep-21	30/11/2021	£30,000	£0.00	£30,000.00	Not yet started		
Re-wires	33124	5	tbc	tbc	£15,000	£0.00	£15,000.00	With Mears		
Miscellaneous Decency Failures	33125	tbc	tbc	tbc	£50,000	£0.00	£50,000.00	Programme tbc		
Pointing	33412	38	12/04/2021	27/09/2021	£50,000	£0.00	tbc	With Mears progres 36%		
4 Block Flats	33308	10	01/04/2021	30/09/2021	£24,000.00	£0.00	£24,000.00	With Mearsaccess problems delaying work. Progress 20%	3 Communal Areas	01/08/2021
3 Storey Internal	33312	4	on hold		£95,000.00	£0.00	£95,000.00	With NPS on hold	4 properties	01/11/2021
Planned Boiler Replacement	33304	82	tbc	tbc	£140,000.00	£2,779.40	£137,220.60	With Sayes programme tbc	82 Boiler replacements	01/04/2021

*Finance code (Keystone)

THIS SHOWS THE AMOUNTS SPENT THROUGH THE NEW KEYSTONE SYSTEM FOR THE MONTHS OF APRIL TO JUNE 2021.

FURTHER SUMS HAVE BEEN EXPENDED THROUGH THE OLD PS TEAM SYSTEM.

UPDATE DETAILS WILL BE CONVEYED TO THE BOARD AT THE MEETING ON 29/7/21