

***Service Provision and Budget
For
Council House Tenants***

COUNCIL HOUSING REVENUE BUDGET SUMMARY

Line	2002/03 Actual £	2003/04 Original £	Revised £	2004/05 Budget £
Income:				
1	-10,002,758	-10,260,330	-10,104,500	-10,316,590
2	-250,534	-270,070	-270,860	-270,170
3	-682,432	-856,460	-795,050	-828,040
4	-98,600	-105,730	-106,000	-100,970
5	-2,724,424	-2,119,360	-1,957,140	-100
6	-110,368	-2,700	-7,700	-2,600
7	-7,870	-108,110	-114,150	-120,230
8	-13,876,986	-13,722,760	-13,355,400	-11,638,700
Expenditure:				
9	1,765,722	1,760,560	1,782,990	1,776,270
10	1,873,004	1,925,850	1,838,340	1,851,250
11	1,256,611	1,352,550	1,355,410	1,393,690
12	4,261	4,260	4,260	4,260
13	16,816	11,070	11,070	11,550
14	5,997,893	5,760,680	5,776,880	0
15	0	0	0	3,482,570
16	0	0	0	220,000
17	2,144,371	2,138,820	2,131,080	2,122,110
18	12,607,001	6,170,970	7,349,410	7,172,020
19	25,665,679	19,124,760	20,249,440	18,033,720
20	11,788,693	5,402,000	6,894,040	6,395,020
21	-12,073,285	-5,595,780	-6,943,200	-6,712,880
22	97,544	160,770	285,250	285,250
23	-69,499	-55,370	-45,040	-44,290
24	-256,547	-88,380	191,050	-76,900
Appropriations:				
25	109,634	73,610	58,780	0
26	0	149,760	108,330	189,870
27	-35,291	-34,990	-33,100	-32,330
28	-182,204	100,000	325,060	80,640
HRA Reserve				
29	1,354,921	970,963	1,537,125	768,065
30	182,204	-100,000	-325,060	-80,640
31	1,537,125	870,963	1,212,065	687,425
32		-282,000	-444,000	
33		588,963	768,065	

REPAIRS AND MAINTENANCE

Objective

- To provide an effective and efficient repairs and maintenance service.

Service Provision

- Undertaking programmes of planned maintenance and special items of repair/replacement.
- Responding to day-to-day repair requests and works resulting from tenancy changes.

Service Improvement Targets

- Ensure a minimum of 97% of budgeted expenditure is achieved on planned maintenance programmes
- Develop Action Plan from the Best Value Review of Tenant Services.
- Improve, repair and maintain houses based on the latest stock condition survey results.
- Commence work on meeting the Decent Homes Standard.

Line		2002/03	2003/04		2004/05
		Actual	Original	Revised	Budget
		£	£	£	£
	Responsive Repairs (4571)				
34	General Works	611,521	623,020	641,920	675,000
35	Electrical, Gas, Oil and Solid Fuel	91,158	114,500	100,580	98,000
36	Insurance Excess	25,132	50,000	50,000	30,890
37	Other Costs	14,594	-1,500	12,420	10,000
38	Capital Charges	0	0	0	4,000
39	Net Cost of Service	<u>742,405</u>	<u>786,020</u>	<u>804,920</u>	<u>817,890</u>
	Planned Maintenance (4578 & 4579)				
40	Painting Contracts	223,623	211,090	211,090	200,000
41	Painting Contracts	129,130	132,000	132,000	132,000
42	Net Cost of Service	<u>352,753</u>	<u>343,090</u>	<u>343,090</u>	<u>332,000</u>
	Tenancy Changes (4573)				
43	Redecoration Grants to Tenants	38,165	50,000	50,000	36,000
44	Internal Repairs	168,296	178,580	180,000	187,500
45	Net Cost of Service	<u>206,461</u>	<u>228,580</u>	<u>230,000</u>	<u>223,500</u>

REPAIRS AND MAINTENANCE (Cont'd)

Line		2002/03	2003/04		2004/05
		Actual	Original	Revised	Budget
		£	£	£	£
	Special Items (4601 - 4699)				
46	External Walls	786	4,000	4,000	4,000
47	Garage Repairs	4,156	14,080	4,080	14,080
48	Boundary Walls	2,617	0	0	0
49	Dampness & Condensation	12,587	11,000	11,000	11,000
50	Stairlifts	5,000	0	5,000	0
51	Electrical Works	49,269	12,420	12,420	15,420
52	Internal Plumbing	20,318	20,000	20,000	6,720
53	Energy Matters	900	0	0	0
54	Asbestos Removal	0	5,000	5,000	5,000
55	Total Programmed Work	<u>95,633</u>	<u>66,500</u>	<u>61,500</u>	<u>56,220</u>
56	Garages/Parking - Lighting	0	5,430	5,430	5,430
57	Replacement Sink Units	9,573	25,700	25,700	25,700
58	Estate Maintenance	61,875	14,000	14,000	14,000
59	Tidying Gardens	17,578	1,000	11,000	1,000
60	Internal Decorations for the Elderly	358	0	0	0
61	Garden Paths	10,717	16,800	16,800	16,800
62	Sheltered Units	21,885	17,000	21,230	17,000
63	Homeless Units	56	15,000	10,000	15,000
64	Other	1,869	0	0	0
65	Flat Roofs	481	0	0	0
66	Roofing	0	11,370	11,370	11,370
67	Fences/Gates	0	6,570	6,570	6,570
68	Unspecified Items	0	17,410	17,410	17,410
69	Total Non-Programmed Work	<u>124,392</u>	<u>130,280</u>	<u>139,510</u>	<u>130,280</u>
70	Net Cost of Service	<u>220,025</u>	<u>196,780</u>	<u>201,010</u>	<u>186,500</u>
	Administration and Supervision (4577)				
71	Operational and Support Services	244,077	206,090	203,970	216,380
72	Net Cost of Service	<u>244,077</u>	<u>206,090</u>	<u>203,970</u>	<u>216,380</u>
	Total Repairs & Maintenance	<u>1,765,721</u>	<u>1,760,560</u>	<u>1,782,990</u>	<u>1,776,270</u>

GENERAL MANAGEMENT

Objective	Service Improvement Targets
<ul style="list-style-type: none"> ■ To provide comprehensive management and administration of the Council's Housing stock 	<ul style="list-style-type: none"> ■ Develop Action Plan from the Best Value Review of Tenant Services.
Service Provision	
<ul style="list-style-type: none"> ■ Implementation and development of strategies and policies in relation to housing management and tenants' needs. ■ Development of the Council's Tenant Participation Compact. ■ Maintenance of the Housing Register and administration of the Council's lettings scheme. 	

Line	2002/03 Actual £	2003/04 Original £	Revised £	2004/05 Budget £
Policy & Management (4501,4510-4516)				
73 Insurance & Stationery	22,228	28,150	30,330	31,660
74 Other Costs	32,618	35,920	48,890	56,470
75 Operational and Support Services	740,770	837,520	812,620	766,740
76 Capital Charges	0	0	0	2,150
	795,616	901,590	891,840	857,020
78 Income	-5,856	-24,820	-14,310	-21,430
79 Net Cost of Service	789,760	876,770	877,530	835,590
Allocation of Tenancies (4520 - 4526 & 4528)				
80 Operational and Support Services	378,587	413,630	350,590	412,140
81 Net Cost of Service	378,587	413,630	350,590	412,140
Rent Collection and Accounting (4502)				
82 Contracted Services	19,148	21,400	21,400	21,400
83 Printing and Stationery	1,930	1,100	1,100	1,100
84 Other Costs	6,519	9,600	9,600	8,500
85 Operational and Support Services	226,357	247,270	203,320	203,430
	253,954	279,370	235,420	234,430
87 Legal Costs & Fees Recovered	-6,550	-70,600	-70,600	-71,750
88 Net Cost of Service	247,404	208,770	164,820	162,680
Contribution to Corporate Core (4505)				
89 Pension Costs	217,462	242,680	242,680	261,680
90 Salary Contingencies	0	-18,750	0	-23,750
92 Operational and Support Services	239,792	252,750	252,720	254,160
93 Corporate Core Recharges	0	-50,000	-50,000	-51,250
94 Net Cost of Service	457,254	426,680	445,400	440,840
Total Supervision & Management - General	1,873,005	1,925,850	1,838,340	1,851,250

SPECIAL SERVICES

Objective	Service Improvement Targets
<ul style="list-style-type: none"> ■ To provide management and administration for residents who require special housing provision. 	<ul style="list-style-type: none"> ■ Develop the Action Plans from the Best Value Review of Tenant Services and the Best Value Review of Housing Support.
Service Provision	
<ul style="list-style-type: none"> ■ Management and administration of sheltered, very sheltered and homeless accommodation. ■ Provision of other services in relation to communal and other facilities. ■ Maintaining landscaped and open spaces associated with Council owned housing. 	<ul style="list-style-type: none"> ■ Undertake and promote a multi-agency approach to service provision. ■ Ensure 'Supporting People' programme is developed effectively.

Line	(SP = Supporting People)	2002/03	2003/04		2004/05
	Non SP - Sheltered Units (42*)	Actual	Original	Revised	Budget
		£	£	£	£
95	Employee Expenses	332,466	348,500	315,300	227,270
96	Premises - Repairs & Maintenance	17,118	22,960	23,450	23,540
97	Premises - Energy	80,450	101,210	91,120	89,570
98	Premises - Other Running Costs	55,901	54,950	55,840	58,040
99	Premises - Furniture and Equipment	18,758	20,190	22,190	20,190
100	Premises - Grounds Maintenance	5,424	5,390	6,350	6,040
101	Community Alarm System	27,848	22,860	30,050	30,670
102	Other Costs	37,378	38,800	76,000	171,720
103	Capital Charges	6,334	0	0	0
104	Operational and Support Services	114,166	-282,340	-299,170	-296,830
105		695,843	332,520	321,130	330,210
106	Wardens Services Charges	-478,436	-189,320	-169,600	-186,560
107	Energy Charges	-91,846	-99,220	-100,360	-95,120
108	Community Alarm System Charges	-38,177	0	0	0
109	Other Income	-3,435	-4,000	-4,100	-3,910
110	Net Cost of Service	83,949	39,980	47,070	44,620

SPECIAL SERVICES (Cont'd)

Line		2002/03	2003/04		2004/05
		Actual £	Original £	Revised £	Budget £
	Non SP - Homeless Units (4541 & 4542)				
111	Employee Expenses	124,740	112,650	110,140	117,500
112	Premises - Repairs & Maintenance	9,689	14,820	12,350	12,270
113	Premises - Energy	4,518	8,270	7,400	7,610
114	Premises - Other Running Costs	6,275	5,000	5,750	5,770
115	Premises - Furniture and Equipment	8,005	5,710	5,490	5,490
116	Supplies and Services	8,353	7,980	9,230	9,020
117	Operational and Support Services	20,722	-44,040	-31,520	-33,590
118		182,302	110,390	118,840	124,070
119	Wardens Services Charges	-45,228	-40,040	-40,040	-44,040
120	Energy Charges	-6,754	-6,510	-5,640	-5,850
121	Other Income	-7,832	-6,570	-7,310	-7,450
122	Net Cost of Service	122,488	57,270	65,850	66,730
	Non SP - Community Alarms (4587)				
123	Repairs, Maintenance and Equipment	544	0	0	0
124	Energy and Other Premises Costs	472	0	0	0
125	Community Alarm System	5,814	0	0	0
126	Operational and Support Services	717	0	0	0
127		7,547	0	0	0
128	Community Alarm System Charges	-18,653	0	0	0
129	Net Cost of Service	-11,106	0	0	0
	Total Supervision & Management - Special (Non-SP)	195,331	97,250	112,920	111,350

SPECIAL SERVICES (Cont'd)

Line	(SP = Supporting People)	2002/03	2003/04		2004/05
	SP - Sheltered/Homeless Units (4318-4352)	Actual £	Original £	Revised £	Budget £
130	Operational and Support Services	0	561,980	561,980	576,050
131		0	561,980	561,980	576,050
132	Supporting People Grant	0	-561,980	-537,800	-549,880
133	Net Cost of Service	<u>0</u>	<u>0</u>	<u>24,180</u>	<u>26,170</u>
SP - Floating Support (436*)					
134	Contracted Services	41,272	0	0	0
135	Operational and Support Services	4,129	12,850	0	0
136		45,401	12,850	0	0
137	Floating Support Admin Charge	0	-12,850	0	0
138	Net Cost of Service	<u>45,401</u>	<u>0</u>	<u>0</u>	<u>0</u>
SP - Community Alarms (4387)					
139	Repairs, Maintenance and Equipment	0	600	3,730	4,800
140	Energy and Other Premises Costs	0	420	480	510
141	Community Alarm System	0	6,710	6,710	6,710
142	Operational and Support Services	0	22,640	22,820	23,300
143		0	30,370	33,740	35,320
144	Supporting People Grant	0	-29,840	-29,840	-29,840
145	Net Cost of Service	<u>0</u>	<u>530</u>	<u>3,900</u>	<u>5,480</u>
SP - Admin Grant (4390)					
146	Operational and Support Services	5,180	0	0	0
147		5,180	0	0	0
148	Community Alarm System Charges	-5,180	0	0	0
149	Net Cost of Service	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total Supervision & Management - Special (SP)		<u>45,401</u>	<u>530</u>	<u>28,080</u>	<u>31,650</u>

SPECIAL SERVICES (Cont'd)

Line		2002/03	2003/04		2004/05
		Actual	Original	Revised	Budget
		£	£	£	£
Communal Services (4586)					
150	Repairs, Maintenance and Equipment	12,179	10,860	10,860	10,860
151	Energy and Other Premises Costs	4,649	4,910	4,910	4,910
152	Operational and Support Services	1,611	1,330	1,810	1,650
153	Net Cost of Service	<u>18,439</u>	<u>17,100</u>	<u>17,580</u>	<u>17,420</u>
Estate Sewerage (4562)					
154	Premises - Repairs and Maintenance	5,154	6,500	6,500	6,500
155	Premises - Other Running Costs	4,626	4,470	4,470	4,470
156	Other Costs	8,465	7,580	2,080	2,080
157	Operational and Support Services	9,573	8,900	8,910	6,300
158		<u>27,818</u>	<u>27,450</u>	<u>21,960</u>	<u>19,350</u>
159	Income	-11,934	-11,860	-6,360	-6,360
160	Net Cost of Service	<u>15,884</u>	<u>15,590</u>	<u>15,600</u>	<u>12,990</u>
Amenity Areas (4561)					
161	Grounds Maintenance Contracts	181,129	163,000	185,090	189,570
162	Repairs and Maintenance	14,014	7,690	7,690	7,690
163	Other Running Costs	27,566	26,370	24,730	28,240
164	Plants, Trees, Shrubs, Stakes etc.	3,576	4,200	4,200	4,200
165	Playground Equipment	-329	8,240	10,610	8,240
166	Other Costs	275	260	260	3,760
167	Operational and Support Services	38,067	40,920	38,510	40,290
168		<u>264,298</u>	<u>250,680</u>	<u>271,090</u>	<u>281,990</u>
169	Contribution from General Fund	-110,368	-108,110	-114,150	-120,230
170	Net Cost of Service	<u>153,930</u>	<u>142,570</u>	<u>156,940</u>	<u>161,760</u>
Roads and Footpaths (4400)					
171	Premises Expenses	2,723	2,500	2,500	2,500
172	Supplies and Services	3,690	3,750	3,750	3,840
173	Operational and Support Services	3,370	2,960	2,840	2,940
174		<u>9,783</u>	<u>9,210</u>	<u>9,090</u>	<u>9,280</u>
175	Net Cost of Service	<u>9,783</u>	<u>9,210</u>	<u>9,090</u>	<u>9,280</u>
Total Supervision & Management - Special (Other)		<u>198,036</u>	<u>184,470</u>	<u>199,210</u>	<u>201,450</u>

Council Housing - Capital Programme

		-----Planned Expenditure-----					
		Cost to 31/3/03	2003/04	2004/05	2005/06	2006/07	Total Cost of Schemes
COUNCIL HOUSING SCHEMES		£	£	£	£	£	£
1	* Rewiring		60,000	60,550	60,000	76,900	257,450
2	Roofing	275,400	389,230	92,160	312,240	307,330	1,376,360
3	Windows		445,500	375,000	200,000	174,580	1,195,080
4	* Doors	48,900	77,100	81,880	122,100	98,690	428,670
5	* Structural Works		50,130	71,270	133,410	245,180	499,990
6	Central Heating		778,300				778,300
7	Central Heating						
	Leasing						
	Non-leasing		430,200	336,400	172,200	140,470	1,079,270
8	* Kitchens/bathrooms	197,400	403,920	314,490	330,000	333,200	1,579,010
9	* Garage doors		19,640	19,490	30,000	30,000	99,130
10	* Fences/Gates		49,460	119,690	183,330	237,820	590,300
11	* Paths/Walls		58,530	110,060	202,190	124,330	495,110
12	* Environmental Works		164,030	80,080	68,260	74,760	387,130
	Parking areas						
13	Disabled Adaptations		277,300	200,000	200,000	206,000	883,300
	Environmental Works						
14	* Sewage treatment works	300	10,000	20,000	30,000		60,300
15	* Street parking	53,800	90,100	62,000	62,000	62,000	329,900
16	* Anglia Estate Improvements	281,900	196,400	20,300	151,800	100,000	750,400
17	* Drainage - Great Cornard	145,400	61,900	35,800	62,000	50,000	355,100
18	* Estate maintenance	41,600	29,200	22,750	25,000	50,000	168,550
19	Poplar Road	18,300	11,700				30,000
20	* Estate improvements - General		56,600	250,050	164,120	59,580	530,350
21	* Sandringham Court	4,000	5,000	526,000	180,000	174,000	889,000
22	* Stour House		2,000		125,000	123,000	250,000
23	Uplands Road	12,000	11,600				23,600
24	* Badly Neglected Properties	19,600	22,000	20,000	20,000	20,000	101,600
25	* Conversions/Adaptations	6,200	132,100	60,000	60,000	60,000	318,300
Subtotal		1,104,800	3,831,940	2,877,970	2,893,650	2,747,840	13,456,200

Council Housing - Capital Programme

	Cost to 31/3/03	-----Planned Expenditure-----				Total Cost of Schemes
		2003/04	2004/05	2005/06	2006/07	
	£	£	£	£	£	£
COUNCIL HOUSING SCHEMES						
Subtotal Brought Forward	1,104,800	3,831,940	2,877,970	2,893,650	2,747,840	13,456,200
26 * Sheltered Units - General Imps.	94,300	143,300	156,000	100,000	101,000	594,600
27 * Homeless Units - General Imps.			26,500			26,500
28 * Electrical Works		50,000	20,000	20,000	20,000	110,000
29 * Internal Plumbing		10,000	10,000	10,000	10,000	40,000
30 * Asbestos Removal		10,000	9,000	9,100	9,940	38,040
31 * Dampness and Condensation		35,000	20,000	20,000	20,000	95,000
32 Alarm Call - non-sheltered units	47,200	15,500				62,700
33 Stock Condition Survey Software		15,000				15,000
34 Tenants services - Handheld computers		5,000				5,000
35 * Software/Surveys			26,000	25,000	40,000	91,000
36 * Decent Homes - Improvements		148,150	145,000	345,000	345,000	983,150
37 TOTAL COUNCIL HOUSING SCHEMES	1,246,300	4,263,890	3,290,470	3,422,750	3,293,780	15,517,190

Total Investment Programme - Proposed Financing

	2003/04	2004/05	2005/06	2006/07
	£	£	£	£
PROPOSED FINANCING				
38 Revenue	108,330	189,870	225,000	225,000
39 Capital Receipts	884,610	1,010,820	1,100,750	965,780
40 Leasing	783,300	-	-	-
41 TOTAL CAPITAL EXPENDITURE	1,776,240	1,200,690	1,325,750	1,190,780
42 Major Repairs Allowance	2,487,650	2,089,780	2,097,000	2,103,000
43 TOTAL INVESTMENT	4,263,890	3,290,470	3,422,750	3,293,780

Schemes marked " * " to be subject to a detailed report before implementation except where already fully approved in the 3 year Housing Strategy or as provided under financial regulations or delegation arrangements.

PROPOSED HOUSING REVENUE ACCOUNT CHARGES FOR 2004/05

Service/Charge	2003/04			2004/05			
	Supporting People	Accommodation	Total	Supporting People	Accommodation	Total	
Supporting People and Accommodation Charges							
New charges in 2004/05 only apply to new tenants, existing tenants are protected to inflation linked increases only.							
Sheltered Accommodation							
<u>Very Sheltered Accommodation - Level One</u>							
William Wood House	36.17	}	58.61	37.07	}	61.76	
Sydney Brown Court	35.13		22.44	57.57		36.01	24.68
<u>Other Sheltered Accommodation</u>							
<u>- Level Two</u>							
Steeds Meadow	24.52	}	31.77	25.13	}	33.11	
Elizabeth Court	24.96		7.25	32.21		25.58	33.56
Playford Court	22.27		29.52	22.83		7.98	30.80
Clibbon House	34.88		42.13	35.75		43.73	
<u>- Levels Three and Four</u>							
Springlands	22.34	}	27.81	22.90	}	28.92	
Tenterpiece	22.48		27.95	23.04		29.06	
Parkers Way	17.40		22.87	17.84		23.85	
Hill House	29.50		34.97	30.24		36.25	
Grimwood Corner	17.78		23.25	18.22		24.24	
Newell Court	18.41		23.88	18.87		24.89	
Clover Court	35.93		41.40	36.83		42.85	
Gayford Court	18.28		23.75	18.74		24.75	
Taylor Close	16.80		22.27	17.22		23.24	
Samford Close	27.72		33.19	28.41		34.43	
Angel Street	14.45		19.92	14.81		20.83	
Ash Street	28.11		33.58	28.81		34.83	
Spring Street	20.41		25.88	20.92		26.94	
Inkerman Terrace	20.22		25.69	20.73		26.74	
Bradfield Avenue	13.79		19.26	14.13		20.15	
Homeless Units							
Stour House, Sudbury:							
- 1 person unit	-	43.73	43.73	-	48.10	48.10	
- 2 person unit	-	49.24	49.24	-	54.16	54.16	
Old School House, Hadleigh:							
- 1 person unit	-	32.88	32.88	-	36.17	36.17	
- 2 person unit	-	36.89	36.89	-	40.58	40.58	
Contact Care Charges							
- Non - Council Dwellings	-	4.26	4.26	-	4.37	4.37	
Light & Heat (Private Rooms and Communal Areas)							
	Private Rooms	Communal Areas	Total	Private Rooms	Communal Areas	Total	
- Level One Bedsits (Very Sheltered Accommodation)	4.14	1.42	5.56	3.93	1.35	5.28	
- Level One Non-Bedsits (Very Sheltered Accommodation)	8.28	2.85	11.13	7.87	2.71	10.57	
- Level Two Bedsits (Sheltered Accommodation)	3.01	0.94	3.95	2.86	0.89	3.75	
- Level Two Non-Bedsits (Sheltered Accommodation)	6.02	1.88	7.90	5.72	1.79	7.51	
- Level Three, where applicable, Bedsits (Sheltered Accommodation)	3.33	0.30	3.63	3.16	0.29	3.45	
- Level Three, where applicable, Non-Bedsits (Sheltered Accommodation)	6.66	0.61	7.27	6.33	0.58	6.91	
- Homeless Units Bedsits	2.23	0.74	2.97	2.12	0.70	2.82	
- Homeless Units Non-Bedsits	4.47	1.49	5.96	4.25	1.42	5.66	
Furnishing Charges							
<u>Homeless Units</u>							
- 1 Person Unit	4.15			4.25			
- 2 Person Unit	4.97			5.09			
<u>Garage Rents</u>							
Garages casually let to council tenants	4.57			4.68			
Garages casually let to private tenants	5.74			5.88			