

Housing and Community OSC

Actions arising – 2nd March 2022

Date of meeting	Action point	Responsible for action	Date action completed	Update on action point
<u>02/03/22</u> <u>HC/014/22</u>	SWhelan to acquire further analytics around bin collections			
<u>02/03/22</u> <u>HC/014/22</u>	To gather further feedback around Town Hall attendance.	M. Rawdon	30/03/22	<p>As Members may be aware arts and entertainment venues have been adversely affected by Covid 19, this was evidenced by extensive work undertaken by the Audience Agency which pointed to a trend of 'less in – person attendances at cultural events'.</p> <p>Our programme commenced in July last year when all restrictions were eased – although mask wearing was still actively encouraged. Since re-opening there has been a lower than usual turn out, this is likely to be the lack of confidence amongst our older audience members in being in confined spaces, sitting next to strangers.</p> <p>However, the numbers for the final quarter 2021/22 of this year have been positive and we saw an in person attendance to live shows of 69%. This is against a backdrop of Covid 19 and the squeeze on household budgets due to cost of living increases.</p> <p>We do, however, realise that we need to adapt to the changes in our audiences and the development of new audiences. Members may have noticed our new website –</p>

				<p>which we hope is more easily accessible and intuitive to users than the previous version. We are also working on a new marketing approach with four main objectives:</p> <ol style="list-style-type: none"> 1. Increase brand awareness of the venue and programme 2. Increase loyalty and attendance via membership and other promotional offers for existing bookers 3. Develop and increase audiences in the 25-55 age range 4. Create awareness of our inclusive programming and processes to increase diversity in our audience <p>The Council has also commissioned a review of the OTH to look at our future offer and vision to ensure we can continue to provide the best possible arts & entertainment provision to our residents.</p>																
<u>02/03/22</u> <u>HC/014/22</u>	Officer to provide timescale on Herts Cultural Education Partnership for feedback.																			
<u>02/03/22</u> <u>HC/014/22</u>	Officer to email the Committee regards which groups had been given funding.																			
<u>02/03/22</u> <u>HC/015/22</u>	RBarton to circulate full list of refurbishments carried out last year.			<table> <thead> <tr> <th>Location</th> <th>No.</th> </tr> </thead> <tbody> <tr> <td>Hammer Lane, Hemel Hempstead 13-78</td> <td>66</td> </tr> <tr> <td>Douglas Gardens, Berkhamsted 196 - 227</td> <td>32</td> </tr> <tr> <td>Loxley Road, Berkhamsted 135 - 159</td> <td>25</td> </tr> <tr> <td>Ridgeway, Berkhamsted 31-80</td> <td>50</td> </tr> <tr> <td>Croft End Road, Chipperfield 41-45</td> <td>5</td> </tr> <tr> <td>Croft Close, Chipperfield 6-14</td> <td>9</td> </tr> <tr> <td>Total Garages Refurbished</td> <td>187</td> </tr> </tbody> </table>	Location	No.	Hammer Lane, Hemel Hempstead 13-78	66	Douglas Gardens, Berkhamsted 196 - 227	32	Loxley Road, Berkhamsted 135 - 159	25	Ridgeway, Berkhamsted 31-80	50	Croft End Road, Chipperfield 41-45	5	Croft Close, Chipperfield 6-14	9	Total Garages Refurbished	187
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<p><u>02/03/22</u> <u>HC/015/22</u></p>	<p>RBarton to take Cllr Mahmood's suggestion of a 3-month response time instead of moratorium back to the team.</p>			<p>It is hoped that between the team we can clear the backlog within the next 3 months possibly without the need for a moratorium on new applications, although this will be monitored closely.</p> <p>The main reason for this is that the team has a new member of staff starting in June and although they will need to be trained on the systems, the team will keep the focus on reducing the backlog in addition to the business as usual.</p> <p>Garage team update –</p> <p>The team has appointed new permanent members of staff to cover the following roles:</p> <ul style="list-style-type: none"> • Commercial Manager role (May 2022) • Garage Management Officers (May /June 2022) 									
<p><u>02/03/22</u> <u>HC/015/22</u></p>	<p>Cllr Adeleke to send RBarton a list of garages at risk for antisocial crimes, and RBarton to approach the team to make decisions about them.</p>			<p>Cllr Adeleke confirmed that the sites were in Maddox Road and Chaulden Terrace</p> <p>It is confirmed that the garage in questions in Maddox Rd has recently had a new door fitted and is now being rented and one of the other void garages has been offered to someone this week. Clean safe and green have been asked to attend the site to remove any shrubs and weeds and to clear any rubbish and this will be completed shortly.</p> <p>In regards to Chaulden Terrace this is a site that we have frequent issues with and it is on our list of possible sites we would like to develop. The garages have been boarded up again and additional visits are planned for this area.</p>									
<p><u>02/03/22</u> <u>HC/015/22</u></p>	<p>RBarton to present on increase in terminations at next Committee.</p>			<p>Since the beginning of 2022/23 the number of void garages being terminated is running at an average of 2.6%</p> <table border="1" data-bbox="1223 1273 1973 1399"> <thead> <tr> <th data-bbox="1223 1273 1377 1310">2021-22</th> <th data-bbox="1377 1273 1563 1310">VOIDS</th> <th data-bbox="1563 1273 1973 1310">TERMINATIONS</th> </tr> </thead> <tbody> <tr> <td data-bbox="1223 1310 1377 1347">April</td> <td data-bbox="1377 1310 1563 1347"></td> <td data-bbox="1563 1310 1973 1347">25</td> </tr> <tr> <td data-bbox="1223 1347 1377 1399">May</td> <td data-bbox="1377 1347 1563 1399"></td> <td data-bbox="1563 1347 1973 1399">37</td> </tr> </tbody> </table>	2021-22	VOIDS	TERMINATIONS	April		25	May		37
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				<p>June 23</p> <p>July 30</p> <p>August 41</p> <p>September 31</p> <p>October 2,266 105 4.63%</p> <p>November 2,194 38 1.73%</p> <p>December 2,044 40 1.96%</p> <p>January 2,008 60 2.99%</p> <p>February 1,945 35 1.80%</p> <p>March 1,907 51 2.67%</p> <p>Total 516</p> <p>The reason why we had a high volume of terminations in October is due to the 8 development sites we did last year. For these developments to take place, we had to terminate the current tenancies and offer them a new garage. The volume of terminations can also fluctuate depending on the time of year, when people have time to sort out their garages.</p>
<u>02/03/22</u> <u>HC/017/22</u>	Cllr Freedman to share incidents of leaseholders being unfairly charged.			