

**MINUTES OF:       BARLO BUSINESS DEVELOPMENT GROUP**  
**HELD ON;           WEDNESDAY 18<sup>th</sup> July 2007 @ 6.00pm**  
**VENUE:             UCAN Centre, Hatfield Road, Halliwell, Bolton.**

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<b>Members Present</b>	Philip Ward	Private Landlord
	Andy Patel	Private Landlord
	Glynis Roebuck	Independent
	John O'Donnell	Private Landlord
	Kath Gough	Independent
	Stephen Gallagher	Independent
<b>Also Present</b>	Julianne Scarlett	Private Landlord Project
	Sue Strange	Communications & Marketing
	Eileen Entwistle	Learning & Development
	Sharon Pendlebury	Anti Social Behaviour Team
<b>Circulation</b>	Cath Conniffe	Strategic Housing Unit
	Jane Caldwell	Private Landlord
	Diana Brierley	Councillor
	Nick Burton	Private Landlord
	Glenys Campbell	Regeneration Team
	Firas Alnaimi	Private Landlord
	Derek Gradwell	Councillor
	Linda Thomas	Councillor

### **1. Welcome and Apologies**

LT, JC, FA all on holiday, NB and DB clash of work commitments.

### **2. Minutes and Matters Arising**

PW confirmed the minutes are an accurate record.

- Thank you letter & Bolton News article & photo for Hospice donation circulated
- 20 landlords attended from NWLA / BARLO training event feedback on evaluation form was very good
- PW thanked by JS for providing feedback on A&LIST Code of standards on behalf of BARLO BDG
- Jim now at Weston House / Julianne moving to town centre offices, will retain telephone numbers

### **3. Bolton Community Homes Briefing Paper**

[ See attached ] Group was invited to make any comments on the points JC highlighted in Bolton Community Homes briefing paper as '**relevant to landlords**' which include the following

- Bolton Branding to be launched in September see agenda 4
- Landlords supporting environmental efficiency in stock, JS advised BARLO support was acknowledged by EEAC / AWARM as one of their top referrers Funding widely available, Poor monitoring of contractors

discussed and poor liaison with private landlords. Also queried why landlords / tenants are not always receiving the certificate that confirms what AWARM measures have been installed, is it related to cost of providing certificates

- Respect Agenda – BARLO contributions tackling ASB include development of the ASB pack see agenda item 6 Landlords can access crime / locations data on website link provided

**Action JS to enquire with EEAC / AWARM regards certificates**

**Action JS to invite JC to present briefing paper at next Business Development Group.**

#### **4. Bolton Family Branding**

Presentation [to be circulated with minutes due to size] by Sue Strange Head of Communications and Marketing followed by group discussion which focussed on how well the message was presented and would no doubt help promote Housing and the Bolton Family

The presentation was very well received by the group who agreed as BARLO Housing Limited commitment to adopting ‘**Member of Homes for Bolton**’ identity and branding

**Action JS will endeavour to include new branding on future BARLO Housing Limited literature / documents as appropriate subject to funding requirements**

#### **5. BARLO Development Opportunities**

EE invited group to consider how they could best identify and make most of the skills, knowledge and expertise held within and externally to further develop the organisation and maximise its potential and outcomes. Discussion around how important it is we know where we are going, how to get there, what we have already and what we need to succeed. First step agreed was raising awareness within the group and ourselves of our learning styles which EE suggested could start by each member completing a questionnaire that EE would analyse and feedback.

**Action EE to send JS sample learning questionnaire for circulation and completion.**

#### **6. Anti Social Behaviour Information Pack**

SP updated on progress in developing the pack and contents so far, will support private landlords in ‘what should I do and who can help’ ASB officers intend to deliver workshops that explain how to use and get the most out of the pack NB and AP offered to review the final draft and feedback before it is printed. Funding still needs to be identified if the pack ids to be branded and folder created.

**Action SP to send NB and AP draft for comment when ready**

#### **7. Private Rented Sector Update**

JS circulated summary of Joint Services Group activities in the private rented sector to date [see attached ]

**Next Meeting of**

**BARLO Business Development Group - Wednesday 10<sup>th</sup> October 2007 @ 6.00pm**

**BOLTON COMMUNITY HOMES BOARD MEETING**  
**Friday 15th June 2007**

**REPORT TO BARLO DEVELOPMENT GROUP**

**Bolton Branding**

This was discussed. Housing services will carry Bolton Brand and all link into each other. Will link into BARLO so public know if go to Brand sign will be offered a house, either council or private.

Branding will be launched across the Borough in Septmeber.

**BCH Interim Delivery Plan**

- Discussed housing that is environmentally efficient and build cost to provide this. Bolton want to be innovative in this. Should Bolton be looking more at existing stock? (would effect Private LL)
- BCH want to improve community engagement - Tenant rep/young people
- Training and employment opportunities to sustain communities

Handed out leaflet *Working with Private Landlords to Achieve Success* that was handed to last BARLO meeting and shows how links BARLO to show how we are trying to implement housing strategy - meeting felt very usefull.

**Transforming Estates**

Presentation given

**Presentation on Economic Opportunities**

35,000 residents of employment age are on Benefit and discussed how to get them into education and obtain at least NVQ 1.

Stated Bolton has strong economic future - relevant to Private LL

**Presentation by Community Safety Team**

Looked at software being used to identify Local crime problems ie/ what are the causal problems of crime and where do the criminals live?

Locate crime/drugs and where mostly occurring so can put intervention procedures in place.

Software can locate each child aged 0-17yrs by postcode and area they live and actual numbers of age group so can put in services where needed.

Can download incidence of crime/location from the web site  
[bsafebolton.org.uk](http://bsafebolton.org.uk) - relevant to Private LL

### Respect Agenda - ASB

Where is this highest so can put in intervention. Agreed ASB management is patchy across the Borough in both social and private housing.

Aim is to maintain minimum standard to deliver Respect Agenda to include all housing providers.

What do Private LL want? How can they play a part? What are their issues?

### Presentation by Bolton Lads and Girls Club

What do young people want from their area?

# Private Rented Sector Progress Update

**June 2007** [May 07 figures]

**[www.barlo.org.uk](http://www.barlo.org.uk)**

**427** [+4] Landlords and Agents signed up to Accreditation Code of Standards making a commitment to improving property standards and tenancy management practices

**1075** [+24] private rented properties registered by Landlords and Agents with B.A.R.L.O. for accreditation

**595** [+33] property assessments by accreditation officer to identify repairs / issues

- **340** [+9] properties now met accreditation requirements regards gas and electric safety certificates and or repairs offering safe and quality homes for tenants
- **255** [+18] properties issued with property improvement plan raising awareness among landlords and tenants about obligations and responsibilities

**2,934** [+27] private rented properties identified throughout borough from records held by other Services and Bolton Evening News to help improve our knowledge of this housing provider / sector

**16** key benefits and incentives developed that assist landlords in improving property standards and tenancy management practices including

- Gas and Electric Safety Certificates
- Fire safety checks and smoke detectors
- Energy Efficiency products and grants
- Contractor lists, discounts and preferential rates
- ASB warning letters, tenant reference request form etc

**15** [+1] training and learning events for private landlords provided jointly by Bolton Council / Bolton at Home that highlight responsibilities, obligations and good practice including

- Tackling Anti Social Behaviour
- Affordable Warmth and Fuel Poverty
- Housing Benefits
- Housing Health and Safety Rating System
- Creating, Managing and Ending Tenancies
- Housing Act 2004
- Landlord Good Practice Guide

**8** newsletters circulated promoting joint working, Services, benefits, incentives and good practices to 1000 landlords / agents/ tenants and displayed at public access points

**22** [+1] accredited properties advertised to let via Choice Based Lettings raising awareness and improving access to quality housing in private rented sector for homesforyou applicants generating 238 expressions of interest

**6,963** [+295] visits on [www.barlo.org.uk](http://www.barlo.org.uk) by landlords, agents, tenants and stakeholders accessing information and advice from a range of housing related Services and Agencies

**195** [+15] cases of Anti Social Behaviour referred to ASB Officers are being tackled in partnership with landlords and other Agencies

**199** [+4] referrals to Greater Manchester Fire Authority for Fire Safety checks and smoke detectors to be fitted in private tenants homes

**316 [+3]** packs of energy efficient light bulbs to private tenants and appropriate referrals made to Energy Efficiency Advice Centre to improve access to Affordable Warmth measures and assistance in reducing fuel poverty

**44** units of accommodation currently being managed by the Lease Management Scheme  
25 units x general let, specialist units include 7 x victims of domestic violence, 5 x refugees and 2 x ex offenders

**15 [-1]** HMO mandatory licence issued with further **11** HMO applications have been received and are currently being processed

**156 [+8]** Bonds for private tenancies currently activated replacing the need for cash deposits, **69 [+1]** private landlords engaged in The Bond Board scheme in Bolton

**Joint Working, Partnerships, Networks** that have been further developed by involvement of BARLO representatives in support of private rented sector activity and engaged in the following themes

- **Joint Services Group** [Environmental Services, Housing Advice Services, Bond Board, Private Lease Management, Regeneration, Anti Social Behaviour, Housing Benefits] ensuring joined up and consistent approach when advising private landlords and tenants, sharing knowledge and expertise, pooling resources.
- **Bolton Community Homes Board** landlord member of BARLO Board now represented on BCH to assist in developing better links and understanding of the private rented sector
- **Cross Tenure Anti Social Behaviour Group** and **Anti Social Behaviour Staff Development Group** private sector ASB officers and PLP officers working together with Bolton at Home, Bolton Council and RSL's to enable private landlord take appropriate and reasonable steps towards tackling ASB
- **Affordable Warmth Action Group** PLP officers supporting projects and improving take up of initiatives in the private rented sector
- **Empty Property Initiative Group** officers from across the Council and Bolton at Home including PLP responding to issues related to long term empty properties, including advising and supporting owners to occupy, sell or let empty property
- **Accreditation North West Steering Group, and Accreditation Network UK** PLP officers are members of regional and national steering groups that include over 43 local authorities at regional level, DCLG representatives and national Landlord Association representatives with stakeholders from relevant organisations eg Shelter and Private Sector.
- **Bolton Accredited Residential Landlord Organisation** continues to develop as a vehicle for communication, cooperation and collaboration between Bolton Council, Bolton at Home and other stakeholders with Private Landlords and Managing Agents in the private rented sector and includes