

## Appendix 2 : Private Sector Development Project Action Plan

### PRIVATE SECTOR DEVELOPMENT PROJECT

TOPIC AREA	work required / ongoing	Actions taken	Target date	Status
<b>1 CONSULTATION</b>	Produce a consultation document and questionnaire for private landlords in Cherwell	<i>Consultation document produced and approved</i>	31/10/10	Completed 19/10/2010
	Launch consultation	<i>Consultation launched on the website portal</i>	31/10/10	Completed 19/10/2010
	Advertise consultation	<i>Letters sent to all landlords on mailing list advertising the</i>	31/10/10	Completed 19/10/2010
	Collate consultation results	<i>Results collated into a presentation for the landlords forum meeting</i>	31/11/2010	Completed 08/11/2010
	Produce presentation on the consultation results	<i>Results presented at the Landlords Forum Meeting Nov 2010</i>	31-Dec	Completed 09/11/2010
<b>2 ACCREDITATION</b>				
<b>2.1 Landlord accreditation</b>	Join Accreditation Network UK (ANUK)	<i>ANUK membership as of Jan 2010</i>	31/02/2010	Completed Feb 2010.
	Review best practice guidance, CLG, ANUK model scheme etc	<i>Best practice guidance reviewed</i>	Feb-10	Completed Feb 2010.
	Research and review other well performing accreditation schemes nationwide.	<i>41 Local Authorities contacted by email and feedback received</i>	Feb-10	Completed Feb 2010.
	Consult private landlords on interest in accreditation scheme	<i>Consultation taken place as part of broader consultation of private landlords</i>	31/10/10	Completed Nov 2010.
	Visit other Councils and evaluate schemes in place	<i>Visit to Reading Council to evaluate National Landlords Association accreditation scheme and Landlord Development course</i>	Feb-11	Completed 24/02/2011
	Produce accreditation options for Cherwell document	<i>Document produced and taken to meeting with Head of Service &amp; Housing managers. Further meeting required with Helen Town re: SLA and implications for accreditation.</i>	30/04/11	Completed 07/03/2011
	Decide which accreditation model will deliver best results for Cherwell	<i>NLA scheme chosen</i>	30/04/11	Completed 05/07/2011
	CMT report / Member approval for chosen scheme	<i>Draft report in production</i>	30/07/11	
	<i>In-house Accreditation scheme</i>	<i>Actions dependent on which scheme is selected</i>		
		<i>Set up working group with key partners and stakeholders to periodically review and consult on scheme progress and development</i>		
	<i>Produce management and property code of standards</i>			
	<i>Produce application forms / landlords pack etc</i>			
	<i>Investigate incentives package</i>			
	<i>Produce guidance and practice notes</i>			
	<i>Advertise and promote scheme to landlords / lettings agents locally</i>			
	<i>Launch scheme</i>		04/12/11	
<i>Externally run Accreditation scheme</i>	Meet with NLA to discuss the specifics of the the scheme & tie in Cherwell incentives		15/08/11	
	Sign scheme agreement		31/08/11	
	Advertise and promote scheme to landlords / lettings agents locally		15/09/11	
	Launch scheme at Landlords Forum meeting		30/09/11	

<b>2.2 Tenant Accreditation</b>	Review best practice	<i>Best practice reviewed</i>	30/05/11	Completed Mar 2011
	Produce proposal for Cherwell Decision whether to adopt scheme in Cherwell (further actions dependent on this decision)	<i>proposal in production, further action delayed subject to SLA development</i>	30/06/11	Ongoing
	Produce tenant code of practice		30/07/11	
	Produce pro-forma documents		30/08/11	
	Consult landlords, tenants on proposed scheme		30/09/11	
	CMT report / Member approval for chosen scheme		end Oct 2011	
	Advertise and promote the scheme		Nov / Dec 2011	
	Launch scheme		Jan-12	
<b>3 BENEFITS</b>				
<b>3.1 HB reforms consultation</b>	Produce consultation supporting document on the Governments proposals to reform housing benefit	<i>Government consultation reviewed &amp; consultation document produced</i>	Jan-10	Completed Jan 2010
	Undertake consultation exercise with all Landlords currently on the mailing list using Councils online consultation portal.	<i>Councils consultation document and questionnaire put onto the Councils consultation portal, consultation end date 18<sup>th</sup> Feb 2010</i>	Feb-10	Completed Feb 2010
	Review consultation responses and write a response to send to CLG incorporating the responses received	<i>Consultation responses collected, collated and forwarded on the CLG by the date required</i>	Feb-10	Completed Feb 2010
<b>3.2 Direct payments</b>	Review DWP revised guidance Dec 2009 on direct payments to landlords	<i>Guidance reviewed, précis written for purposes of PSH</i>	Feb-10	Completed Feb 2010
	Find out how other Councils have secured direct payments for bond schemes	<i>Emails to other Councils operateing a deposit bond scheme</i>		
	Produce best practice document incorporating what's needed to help reduce homelessness impacts			
	Engage with HB team re: setting up joint working & direct payment for PALS tenants	<i>This matter was escalated by the Head of Service as no progress could be made.</i>		
	New Guidance Mar 2011 Set up meeting to look at best practice	<i>Meeting held between RF, MN, RM &amp; BH</i>	Mar-11	Completed Mar 2011
	Draft joint working protocol for Housing & HB re: new direct payment provision	<i>Protocol produced by RF &amp; RM and in place</i>	Mar-11	Completed June 2011
<b>Discretionary Housing</b>				
<b>3.3 Payments</b>	Review DWP best practice guidance	<i>Guidance reviewed</i>	Nov-10	Completed Nov 2010
	Meet to discuss proposed course of action re: DHPs	<i>meeting held on 22/02/2011</i>	Mar-11	Completed 22/02/2011
	Produce document incorporating precis of best practice & what's needed at Cherwell	<i>Document produced</i>	Mar-11	Completed Mar 2011
<b>3.4 General</b>	Produce a report for CMT recommending joint working group with SA team & HS and Capita contact	<i>CMT approved recommendations</i>	Jun-11	Completed 08/06/2011

4 PRIVATE ACCOMMODATION LETTINGS SCHEME (PALS)				
4.1 <b>Pre-inspection procedure</b>	Review the PALS guidance	<i>PALS guidance documents reviewed &amp; meeting held with PALS team to clarify.</i>	Jan-10	Completed Jan 2010
	Produce a draft pre-inspection procedure for PALS properties with the aim of ensuring all properties used by the scheme are free from hazards, meet decent home standard and are decoratively suitable.	<i>Procedure, flowchart &amp; inspection report produced and circulated for comment</i>	Feb-10	Completed Feb 2010
	Pilot the inspection procedure over 6 months	<i>Pilot or inspections carried out between April and November 2010</i>		Completed Nov 2010
	Evaluate pilot scheme & recommend changes necessary	<i>Evaluation completed</i>	Dec-10	Completed Dec 2010
	Implement pre -inspection procedure	<i>Pre inspection procedure implemented</i>	Dec-10	Completed Jan 2011
	Review the pre inspection scheme re: impacts	<i>Evaluation underway, difficulties due to HB changes causing greater effect</i>	Jun-11	On-going
4.2 <b>General</b>	Review PALS landlords pack	<i>PALS pack reviewed</i>	Oct-10	Completed Feb 2011
	Launch new PALS pack	<i>new letter written, new folder in production</i>	Jan-11	Completed June 2011
	Review best practice guidance on reasonable claims on a tenants deposit	<i>Guidance reviewed</i>	Jun-10	Completed May 2010
	Produce bond claim guidance for PALS	<i>Draft document in production</i>	Jan-11	Completed Mar 2011
	Produce proposal for bond loan scheme	<i>Draft document in production</i>	Apr-11	Completed Mar 2011
	Review PALS guidance	<i>Guidance to be reviewed as part of working group</i>	May-11	Ongoing
	Update PALS guidance document	<i>Guidance under review</i>	Jun-11	On going
	Advertise PAL scheme to attract new landlords to join	<i>Adverts placed in the Banbury Guardian and Bicester advertiser</i>	Jul-10	Completed Jul 2010
	Set up PALS working group	<i>Working group meets every 4 weeks</i>	Mar-11	Completed May 2011
5 LANDLORDS NEWSLETTER				
5.1 <b>Publication</b>	Write articles & features for October 2010 edition	<i>Articles written</i>	Sep-10	Completed Sept 2010
	Publish Oct 2010 edition & distribute	<i>Newsletter re-launched and distributed</i>	Oct-10	Completed Oct 2010
	Write articles & features for January 2011 edition	<i>Articles written</i>	31/12/10	Completed 28/02/2011
	Publish Jan 2011 edition & distribute	<i>Newsletter launched and distributed</i>	Jan-11	Completed 31/01/2011
	Write articles & features for July 2011 edition	<i>Articles in production</i>	30/06/11	Ongoing
	Publish July 2011 edition & distribute		31/07/11	
5.2 <b>Advertising</b>	Approach companies who might be interested in placing adverts	<i>Calls made to 27 companies, limited interest</i>	30/04/11	Ongoing
	Produce advertising agreement		30/07/11	

<b>6 LANDLORD LIAISON OFFICER</b>				
	Review existing arrangements for landlords to contact the Council about issues with their privately rented properties	<i>Review undertaken, ad hoc arrangement in place</i>	31/05/10	Completed may 2010
	Conduct a consultation exercise with landlords on the single point contact officer and what they would find useful	<i>Consultation questions included in the 'general' landlords consultation</i>		Completed Oct 2010
	Develop proposals for a single-point contact Officer for private sector landlords	<i>Proposal produced</i>		Completed Sept 2010
	Launch contact officer email	<i>Landlords email launched at the landlords forum</i>	30/09/10	09/11/10
	Launch contact officer phone number	<i>Landlords Officer number launched at the landlords forum</i>	30/09/10	09/11/10
	Respond to queries from landlords via telephone & email	<i>Email and telephone enquiries are being responded to within service standard. Records kept of what type of enquiries are coming through</i>		
	Produce evaluation of scheme after 6 months	<i>Evaluation completed</i>	30/06/11	Completed 30/06/2011
	Establish landlord satisfaction forum / feedback mechanism	<i>Feedback questionnaire produced</i>	30/04/11	Completed 30/04/2011
<b>7 EMPTY HOMES</b>				
<b>7.1 Empty Homes Policy</b>				
	Review available data	<i>CK reviewed data</i>	30/09/10	01/03/11
	Determine gaps in data required for decision making and recommend means of providing data	<i>Meeting arranged with CK, BH &amp; TM on 11/03/2011 to make decision on further data requirements</i>	30/09/10	Completed
	Undertake / oversee data gathering	<i>CK processed data</i>	31/10/10	Completed
	Prepare draft Empty Homes policy	<i>Draft policy produced</i>	31/12/10	Completed 01/07/2011
	Trial and review policy		31/12/11	
	Produce Empty Homes pack		31/12/11	
<b>7.2 EDMO / CPO</b>				
	Produce CPO / EDMO impacts document for Cherwell	<i>Document in production</i>	31/07/11	Ongoing
	Procurement of management and repairs service			
<b>8 LANDLORD GRANT DEVELOPMENT</b>				
<b>Landlords Home</b>				
<b>8.1 Improvement Grant</b>				
	Review terms and operation of the LHIG	<i>Grant reviewed with TM &amp; PALS team</i>	31/03/10	Completed March 2010
	Recommend revisions	<i>Recommend linking grants to accreditation</i>	01/04/10	Completed April 2010
	Develop and implement agreed provisions	<i>Revisions to be implemented once accreditation model agreed and launched</i>	01/04/10	Completed
<b>8.2 Smoke detector grant</b>				
	Review other schemes throughout the UK	<i>Review of other schemes carried out</i>	01/08/10	end July 2010
	Produce a grant proposal	<i>Grant proposal produced and discussed with relevant teams</i>	01/09/10	end Aug 2010
	Tender process to establish lead contractor to deliver grant work	<i>Contractor chosen, award letter to be issued on 24/03/2011</i>	31/12/10	16/12/10
	Advertise grant		15/03/11	
	Launch grant initiative	<i>provisional launch date 04/04/2011</i>	04/04/11	
	Evaluate grant scheme		31/07/11	
	Establish satisfaction / feedback forum		04/04/11	

<b>9 CHERWELL LANDLORDS FORUM</b>				
	Review Forum and investigate options for change	<i>Steering groups meetings held to determine changes needed</i>	Jun-10	Completed May 2010
	Organise Forum Meeting 09/03/2010	<i>Forum meeting held on 09/03/2010 at Bloxham Mill</i>	Mar-10	Completed march 2010
	Meet with regional NLA representative with a view to organising a joint forum meeting	<i>Meeting with Maria Lucas lettings agent &amp; NLA representative carried out</i>	Feb-10	Completed Jan 2010
	Organise a joint NLA / CHPF meeting 22/06/2010	<i>Joint NLA LF meeting organised in conjunction with Maria Lucas</i>	Jun-10	Completed Jun 2010
	Review joint forum and option to continue	<i>Forum reviewed by the steering group</i>	Jul-10	Completed July 2010
	Organise Forum Meeting 09/11/2010	<i>Forum meeting held at Bloxham Mill on 09/11/2010</i>	Nov-11	Completed Nov 2010
	Organise 'housing benefit briefing' meeting 09/03/2011	<i>Forum meeting held at Bloxham Mill on 09/02/2011</i>	Mar-11	Completed feb 2011
	Organise Forum Meeting 18/03/2011	<i>Special forum meeting organised with Tony Baldry as guest speaker</i>	Mar-11	Completed Mar 2011
	Organise Forum meeting sept 2011	<i>Venue provisionally booked</i>	Jul-11	
<b>10 HMO INTERIM &amp; FINAL MANAGEMENT ORDERS</b>				
	Produce HMO IMO / FMO impacts document for Cherwell	<i>Document in production</i>	31/12/11	Ongoing
	Procurement of management and repairs service		31/01/12	
	SLA with management partner		31/03/12	
<b>11 INCENTIVES TO RENT</b>				
<b>11 Finders Fee</b>	Review feasibility of finders fee scheme with private landlords & lettings agents	<i>Consultation underway with Lettings Agents</i>	31/07/11	Ongoing
	Produce scheme proposal		31/07/11	
<b>11 Other incentives</b>	Review other incentives to attract landlords to let property through the PALS scheme	<i>Review underway</i>	31/07/11	On going
	Produce cost / benefit analysis of incentive options		31/07/11	
<b>12 SOCIAL LETTINGS AGENCY</b>				
	Evaluate other SLA schemes operating throughout the Country	<i>Review underway</i>	31/07/11	Ongoing
	Cost / benefit analysis of proposed scheme(s) for cherwell		31/07/11	
<b>13 TEMPORARY ACCOMMODATION</b>				
	Research other schemes operating in the UK	<i>Research underway</i>	30/09/11	Ongoing
	Produce proposal for holding accommodation on licence		15/10/11	