

Report to Housing Scrutiny Panel
Report reference: E/ /2006
Date of meeting: 8 January 2008



Portfolio: Housing – Councillor D Stallan

Subject: Housing Service Strategies

Officer contact for further information: Sandy Lindsay (Ext 4035)

Committee Secretary: Mark Jenkins (Ext 4607)

Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers and endorses the Housing Service Strategies on Home Ownership and Rent Collection and Administration, attached as appendices, and provides any comments to the Housing Portfolio Holder for incorporation.

Report

1. Housing Service Strategies were originally produced around 8 years ago in accordance with an agreed standard framework, and have since been updated. The Housing Service Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 16 Housing Service Strategies have been produced to date, covering:

House Sales & Leasehold Services	Rent Arrears
Rent Collection and Administration	Homelessness
Under-occupation	Housing Information
Tenant Participation	Private Rented Sector
Housing Management Services	Older Peoples Housing Services
Housing Allocations	Housing Advice
Empty Properties	Energy Efficiency
Anti-Social Behaviour	Harassment

2. The Strategies are produced to a common format that set out how individual housing services will be delivered. They have assisted Housing Services in achieving the Charter Mark award for customer service excellence, ISO 9001:2000 Quality Accreditation, and have been important to meeting the minimum requirement for Supporting People funding under the conditions of the contract.

3. The Housing Scrutiny Panel is asked to consider and endorse two updated Housing Service Strategies on Home Ownership and Rent Collection and Administration which are attached as an appendix to the report and provide any comments to the Housing Portfolio Holder for incorporation.

Consultation

4. The Tenants and Leaseholders Federation will be consulted on both Strategies at their meeting in January 2009. In addition, the Leaseholders Association will be consulted on the Home Ownership Strategy at their next meeting.