

# **Report to Housing Scrutiny Panel**

**Date of report: 15 December 2009**



**Portfolio: Housing – Cllr D. Stallan**

**Author: Alan Hall, Director of Housing (01992 56 4004)**

**Committee Secretary: Mark Jenkins Democratic Services Assistant (01992 56 4607)**

**Subject: Housing Service Standards 2009 & Housing Charter**

## **Recommendations:**

**(1) That consideration be given to the attached draft report to the Housing Portfolio Holder and the accompanying;**

- (a) Housing Service Standards attached as Appendix 1; and**
- (b) Housing Charter attached as Appendix 2; and**

**(2) That the Scrutiny Panel provides any comments on the report and appendices prior to consideration by the Housing Portfolio Holder.**

1. A self-explanatory draft report to the Housing Portfolio Holder, reviewing the Housing Service Standards agreed in 2007, and performance against those standards, at Appendix 1, and the Housing Charter at Appendix 2 is attached.
2. The Scrutiny Panel is asked to consider the report and appendices in detail and provide the Director of Housing with any comments prior to submission to the Portfolio Holder.

## **Consultation Undertaken:**

3. By the time the Scrutiny Panel meets, the draft report and appendices should have been considered by the Tenants and Leaseholders Federation on the 24 November 2009. Any comments arising from that meeting will be reported orally for the Scrutiny Panel's information.