

Report to the Housing Scrutiny Panel

Date: 15 September 2005

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**Epping Forest
District Council**

Committee Secretary: Adrian Hendry

Subject: Housing Service Strategy – Tenant Participation

Recommendation:

That the Housing Scrutiny Panel considers the Housing Service Strategy on Tenant Participation attached as an appendix, and provides any comments to the Head of Housing Services for incorporation.

1. In the past the Overview and Scrutiny Committee (1) has been reviewing a number of the Housing Service Strategies that were originally produced around 5 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, 15 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	

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, and ISO 9001:2000 Quality Accreditation.

3. The Housing Scrutiny Panel are asked to consider the updated Housing Service Strategy on Tenant Participation, which is attached as an appendix to the report and provide any comments to the Head of Housing Services for incorporation.

Consultation undertaken:

4. The Tenants and Leaseholders Federation, have been consulted and their comments will be reported verbally.

Resource implications:

Budget Provision:N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP Ref :N/A

Relevant statutory powers: Housing Act 1985

Background papers: Attached Housing Services Strategies

Environmental/Human Rights Act/Crime and Disorder Act: N/A