

Report to Housing Scrutiny Panel

Date of meeting: 27th January 2011

Portfolio: Housing – Councillor D. Stallan

Subject: Housing Service Strategies on Tenant Participation and Rent Arrears.

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Recommendations/Decisions Required:

That the Housing Scrutiny Panel considers and endorses the Housing Service Strategies on Tenant Participation and Rent arrears attached as an appendices, and provides any comments to the Housing Portfolio Holder for incorporation.

Report:

1. The Housing Service Strategies were originally produced around 12 years ago in accordance with an agreed standard framework, and have since been updated. The Strategies give more detail than the Council's main Housing Strategy on the various housing services provided. In total, 17 Housing Service Strategies have been produced to date, covering:

Equality and Diversity	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 9001:2008 Quality Accreditation.

3. The Housing Scrutiny Panel is asked to consider and endorse the updated Housing Service Strategies on Tenant Participation and Rent arrears attached as appendices to the report and provide any comments to the Housing Portfolio Holder for incorporation.

Reason for decision:

The Housing Scrutiny Panel reviews all Housing Service Strategies on a three-yearly basis. They have assisted the Housing Directorate in achieving the for Customer Service Excellence Award ISO 9001:2008 Quality Accreditation, and have been important to meeting the minimum requirement for Supporting People funding under the conditions of the contract.

Options considered and rejected:

Not to review the Housing Service Strategies.

Consultation undertaken:

The Tenants and Leaseholders Federation were consulted on the Strategies at their meeting on 23rd November 2010 and 12 January 2011 their comments have been taken into account.

Resource implications:

Budget provision: N/A

Personnel: N/A

Land: N/A

Community Plan/BVPP reference: N/A

Relevant statutory powers: As set out in Section 6 of each of the Strategy.

Background papers: N/A

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

Key Decision reference: No