

Report to the Housing Scrutiny Panel

Date of report: 30 January 2006



Portfolio: Housing – Cllr Michael Heavens

Subject: Housing Service Strategies - House Sales and Leasehold Services, Rent Administration and Collection

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

Committee Secretary: Zoe Folley (ext 4532)

Recommendation:

That the Housing Scrutiny Panel considers the attached Housing Service Strategies on House Sales and Leasehold Services, and Rent Administration and Collection and provides any comments to the Head of Housing Services, prior to formal consideration by the Housing Portfolio Holder.

1. Over the past year, the Housing Scrutiny Panel 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 Strategies on House Sales and Leasehold Services, and Rent Administration and Collection, which are attached and provide any comments to the Head of Housing Services for inclusion within the final version considered and approved by the Housing Portfolio Holder..

Consultation undertaken:

4. The draft strategies will be considered by the Tenants and Leaseholders Federation at their meeting on 24 January 2006, and comments from the meeting will be reported orally.

5. The Leaseholders Association will be consulted on the House Sales and Leasehold

Service Strategy at their next meeting on 17th January 2006 and, again, any comments from the meeting will be reported orally..

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