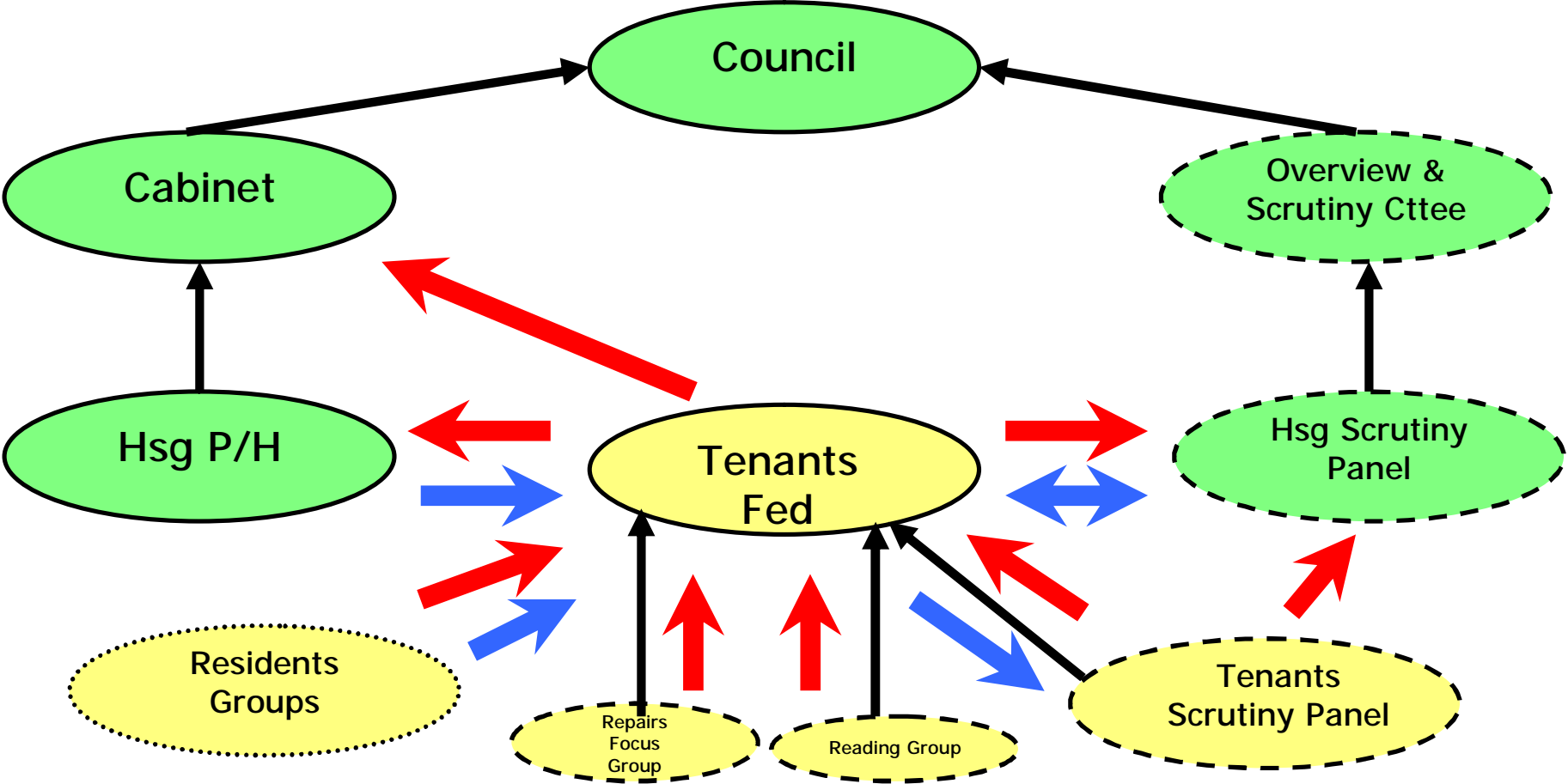









# Possible Tenant Scrutiny Model - EFDC



Key

-  = Reports to (i.e. Parent Body)
-  = Requests scrutiny of issues to
-  = Provides comments to (e.g. on policies or onoutcomes of scrutiny)

-  = "Scrutiny-biased"
-  = "Executive-biased"
-  = EFDC Body
-  = Tenant Body

# Tenant Scrutiny Panel (Key Terms of Reference)

- **Membership:**
  - *Maximum 10 members*
  - *Appointed by Fed (by application and interview)*
  - *Recruited from RAs / publicity (e.g. Housing News) / “word of mouth”*
  - *Quorum – 3 members in attendance*
- **Chair:**
  - *Appointed by Federation*
  - *Sits on Federation (but not necessarily an existing member)*
- **Meets:**
  - *At least 4 times each year (but probably 6 each year)*
  - *Scheduled meets around 1 week before Housing Scrutiny Panels*

# Tenant Scrutiny Panel (Business)

- Scrutiny of “routine” tenant-related issues to be considered by Housing Scrutiny Panel e.g:
  - *Housing Service Strategies*
  - *Annual Report on Choice Based Lettings*
  - *Annual Review of ethnic monitoring*
  - *Annual performance against Housing Service Standards*
  - *Six-monthly progress report on HRA Business Plan Action Plan*
- **Quarterly performance against Tenant-Selected Indicators**
- Quarterly complaints monitoring
- Detailed service review of individual issues referred by Federation
- Regular attendance - HMT Lead (L. Swan) + TPO
- Occasional attendance - Relevant Housing Managers

# Tenant Scrutiny Panel

## (Detailed review of individual issues)

- Issue must be requested/referred by Federation
- Generally – one issue per year
- Generally – Where an issue of concern has been identified by Federation
- Detailed reports from officers to a no. of meetings providing information and options for change (e.g. work undertaken by Repairs Focus Group)
- May involve TPO seeking views from RAs / undertaking surveys of other landlords to feed in
- Outcome report presented to Federation and Housing Scrutiny Panel

# Federation (Business)

- Overview/Lead – Tenant participation
- Comments/influence on new/changed tenant-related policies
- Comments on Govt consultations
- Scrutiny of “key” tenant-related issues to be considered by Housing Scrutiny Panel e.g:
  - *HRA Business Plan*
  - *Review of Housing Standards (but not previous annual performance against standards)*
  - *Bi-annual Tenant Satisfaction Survey*
- *Annual* performance against Tenant-Selected Indicators
- Receives/considers issues of concern raised by Tenant Scrutiny Panel
- Signs off / approves Service Review Report for submission to Housing Scrutiny Panel

# Federation (Implications)

- Fewer/shorter meetings – 4/5 each year ?
- Focus on key issues – rather than getting “bogged down” with scrutiny issues
- Housing P/H and Senior Housing Officers to continue to attend