

Report to the Housing Scrutiny Panel

Date of report: 25th October 2007

Portfolio: Housing, Councillor D.Stallan

Author: Sandy Lindsay ext. 4035

Committee Secretary: Adrian Hendry

**Subject: Housing Service Strategies – (1) Tenant Participation Services
(2) Housing Information**



Recommendations:

That the Housing Scrutiny Panel considers the Housing Service Strategies on Tenant Participation and Housing Information, attached as appendices, and provides any comments to the Head of Housing Services, prior to formal consideration by the Housing Portfolio Holder.

Report:

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 Tenant Participation and Housing Information, which are attached as appendices to the report 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 have been considered by the Tenants and Leaseholders Federation at their meeting on 13th September 2007, and their comments have been incorporated within the strategies.

5. The CAB will also be consulted on the two draft strategies in respect of Tenant Participation and Housing Information at their next meeting on 23 October 2007 and their comments will be reported verbally at the meeting.

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