

Report to Housing Scrutiny Panel

Date of report: 25 October 2007

Portfolio: Housing – Cllr D. Stallan

Author: Alan Hall, Director of Housing

Committee Secretary: Adrian Hendry

Subject: Housing Service Standards 2007/8



Recommendations:

- (1) That consideration be given to the attached draft report to the Housing Portfolio Holder and the accompanying:**
 - (a) Housing Service Standards attached as Appendix 1**
 - (b) Housing Charter attached as Appendix 2; and**
 - (c) Proposed ways of publicity attached as Appendix 3; and**
- (2) That the Scrutiny Panel provides any comments on the report and appendices, prior to consideration by the Tenants and Leaseholders Federation and the Housing Portfolio Holder.**

1. A self-explanatory draft report to the Housing Portfolio Holder, proposing a set of Housing Service Standards at Appendix 1, the Housing Charter at Appendix 2 and proposed ways of publicising the Service Standards and Housing Charter at Appendix 3 is attached (Appendices to follow)

2. The Scrutiny Panel is asked to consider the report and appendices in detail and provide the Director of Housing with any comments prior to submission to the Portfolio Holder.

Consultation Undertaken:

3. By the time the Scrutiny Panel meets, the documents will have been considered by the Housing Customer Interface Project Team. They are also due to be considered by the Tenants and Leaseholders Federation on the 29 November 2007.