



TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 18th February, 2015 at 1.30 pm

MEMBERSHIP

Adam Abeid

Carol Bennett

Sandra Bland

Jim Fergusson

John Gittos (Chair)

Michael Healey

Roderic Morgan

Keith Newsome

Barry Stanley (Vice Chair)

Maddie Ullah

Damien Walsh

Jackie Worthington

Please note: Certain or all items on this agenda may be recorded

Agenda compiled by:
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Scrutiny Unit
Civic Hall
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Tel: 39 51151

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p>No exempt items have been identified.</p>	
2			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
3			<p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p>MINUTES - 21 JANUARY 2015</p> <p>To confirm as a correct record, the minutes of the meeting held on 21 January 2015.</p>	1 - 4
5			<p>DISCUSSION WITH EXECUTIVE BOARD MEMBER - NEIGHBOURHOODS, PLANNING AND PERSONNEL, COUNCILLOR PETER GRUEN</p> <p>To discuss with Councillor Peter Gruen the work and ambitions of the Tenant Scrutiny Board including possible future areas for Scrutiny</p>	5 - 6
6			<p>PERFORMANCE REPORT</p> <p>To receive the Board's quarterly performance report</p>	7 - 10
7			<p>ANNUAL TENANCY VISIT - INQUIRY - RECOMMENDATIONS</p> <p>To consider draft recommendations submitted by Board Members</p>	11 - 12
8			<p>REPORT WRITING AND REPORT STYLE</p> <p>To consider how the Board wishes to produce its report on Annual Tenancy Visits and in what style</p>	13 - 14
9			<p>RECRUITMENT</p> <p>To receive information to support future Board recruitment</p>	15 - 22
10			<p>ANY OTHER BUSINESS</p> <p>To consider any other business</p>	
11			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday, 19 March 2015 at 1.30pm</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
			<p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.</p> <p>Use of Recordings by Third Parties– code of practice</p> <p>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</p> <p>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</p>	

TENANT SCRUTINY BOARD

WEDNESDAY, 21ST JANUARY, 2015

PRESENT: John Gittos in the Chair

Jim Fergusson, Michael Healey, Roderic Morgan, Keith Newsome, Barry Stanley, Maddie Ullah and Jackie Worthington

49 Exempt Information - Possible Exclusion of the Press and Public

There were no exempt items.

50 Late Items

There were no late items, but the following additional information was submitted to the meeting:

- Annual Tenancy Visits (ATVs) – Answers to questions arising from ongoing inquiry work
- Information regarding complaints report
- Draft questions for visit to Wakefield District Housing (WDH)
- Draft redesigned front sheet for agendas.

The above information was subsequently made available on the Council's website.

51 Apologies for Absence

An apology for absence was submitted by Carol Bennett.

The Board was advised that Phil Rone had resigned from the Tenant Scrutiny Board. The Chair thanked Phil for his contribution to the Board's work and wished him all the best for the future.

52 Minutes - 18 December 2014

RESOLVED – That the minutes of the meeting held on 18 December 2014 be approved as a correct record.

53 Matters arising from the minutes

Minute No. 47 – Any Other Business

Members were advised that the visit to WDH had been arranged for Tuesday, 27 January 2015. Carol Bennett and Maddie Ullah had agreed to attend. The Board was informed that Guy Close and Sharon Guy were attending to assist with note taking and to answer any technical housing questions.

Draft minutes to be approved at the meeting
to be held on Wednesday, 18th February, 2015

54 Annual Tenancy Visit - Inquiry

The Chair invited the Board to undertake a final review of the information collected and consider the answers to questions raised since the December meeting.

A form was circulated at the meeting which requested Members to propose up to six recommendations, the reasons for the recommendations and any supporting evidence that had been gathered. These were to be handed in at the start of the February meeting.

The key areas of discussion were:

- Suggestion that Members unable to attend the February Board meeting contacted either the Chair or Peter Marrington to provide details of their recommendations to put before the Board for consideration.
- Confirmation that the % of completed ATVs across Leeds, as at rent week 40, was 63%.
- Acknowledgement that further training was required regarding how information was being signposted, particularly in relation to sheltered housing.
- Clarification sought whether the use of PDAs reduced the cost of undertaking ATVs. The Board was advised that this was dependent on whether PDAs could be used to access all services, e.g. booking a repair.
- Confirmation that ATVs were not currently used to publicise the Council's tenant home content insurance scheme.
- Clarification sought regarding the cost to the Council of fraud detection. The Board was advised that there were significant challenges to calculating the exact cost of undertaking ATVs.
- Confirmation that tenancy fraud did not just include sub-letting.
- Clarification sought regarding the % of sub-letting in Leeds in the period 2013/14. Also, how many cases had been upheld in relation to sub-letting?
- Clarification sought regarding how many cases of permission for sub-letting had been approved by the Council in 2013/14.
- A query of the 186 fraud investigations in 2014/15 (to date) how many of these were identified by ATVs or other detection methods?

RESOLVED –

- (a) That the Board notes the information contained in the evidence pack and the additional information circulated at the meeting.
- (b) That Members unable to attend the February Board meeting, contact either the Chair or Peter Marrington to provide details of their recommendations to put before the Board for consideration.
- (c) That the above requests for information be provided.

(Jim Fergusson joined the meeting at 1.45pm during the consideration of this item.)

55 Recruitment

The Chair invited Members to consider information as part of the Board's ongoing work regarding future recruitment.

The following information was appended to the report:

- Draft information flyer 'Tenant Scrutiny Board – Involving Tenants to Improve Council Housing Services'
- Draft information pack and application form.

Members were provided at the meeting with a list of tenant groups which may act as a source of recruitment.

Amendments to the draft information flyer and draft application pack were suggested as follows:

Draft information flyer

- Delete 'quality control' and replace with 'examine'

Draft information pack

- Insert 'the' to read 'What is the Tenant Scrutiny Board'.
- Amend term of office from 4 years to 3 years (the introduction of a staggered term of office was also suggested)
- Insert 'travelling' to read '...we will pay all reasonable travelling expenses' (clarification was sought whether expenses was extended to include childcare. Peter Marrington agreed to report back with a response.)
- Addition to 2nd from last bullet point to read 'Tell us any private or personal interests, financial or otherwise which may conflict with the work of Tenant Scrutiny Board'
- Delete section of the application form in relation to which service group the applicant would like to be considered for.

The other key points of discussion were:

- Potential promotion of Tenant Scrutiny Board on 'Made in Leeds' television station.
- Suggestion for recruitment to be a standing item on future agendas.

RESOLVED –

- (a) That the Board approves the use of the yellow and white draft information flyer, subject to the amendment identified above.

- (b) That the draft information pack be amended and re-submitted to the February Board Meeting for approval.
- (c) That recruitment be included as a standing item on future agendas.

56 Work Schedule

Members were asked to note that Councillor Peter Gruen, Executive Member (Neighbourhoods, Planning and Personnel) had been invited to attend the February meeting. It was anticipated that Councillor Gruen would attend the first part of the meeting and would then leave when Board Members discussed their recommendations. It was suggested that Members may wish to consider potential future areas for Scrutiny and seek Councillor Gruen's views on these.

The February meeting will also receive the quarterly performance report and an update on the STAR survey.

The March meeting will agree the Board's report on ATVs. Councillor John Procter (Chair of Scrutiny Board Housing and Regeneration) had accepted an invitation to attend the Board in March to discuss the work programme.

There was a brief discussion about the process for undertaking scrutiny inquiries, making recommendations and the importance of recommendation tracking.

RESOLVED – That the Boards' work schedule be noted.

57 Any Other Business

The Board discussed potential training opportunities at Trafford Hall. Peter Marrington undertook to seek clarification regarding the potential need for tendering.

Following a brief discussion, Members opted to retain the existing agenda front sheet design, which it was pointed out was consistent with the Council's other Scrutiny Boards.

Additional questions were suggested for the visit to WDH in relation to the effectiveness of PDAs and any issues associated with transferring data to new software.

RESOLVED – That the above related questions be included for the visit to Wakefield District Housing.

58 Date and Time of Next Meeting

Wednesday, 18 February 2015 at 1.30pm in the Civic Hall, Leeds.

(The meeting concluded at 3.45pm)



Report author: Peter Marrington

Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 18 February 2015

Subject: Discussion with Executive Board Member – Neighbourhoods, Planning and Personnel, Councillor Peter Gruen

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1.0 Summary of main issues

1.1 At the Board's December meeting, members discussed the Board's future work programme. It was agreed that to help the Board identify possible areas for Scrutiny, Councillor Peter Gruen, Deputy Leader and Executive Board Member with responsibility for Neighbourhoods, Planning and Personnel would be invited to attend today's meeting. Councillor Gruen's portfolio includes Housing Leeds. Councillor Gruen is also Chair of the Housing Advisory Board.

2.0 Recommendations

2.1 The Board is requested to discuss with Councillor Gruen the work and ambitions of the Tenant Scrutiny Board including possible future areas for Scrutiny.

3.0 Background documents¹

3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Report author: Peter Marrington

Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 18 February 2015

Subject: Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1.0 Summary of main issues

- 1.1 At the September 2014 Board meeting, it was agreed that housing officers be provided with a wish-list of performance information to be reported back to the Board on a quarterly basis. This information would be used to help the Board identify future areas of scrutiny.
- 1.2 The Chair, at the time, subsequently met with officers to discuss the Board's requirements and agreed a draft template for consideration by the Board. This was brought to the Board at its October 2014 meeting and agreed.
- 1.3 Attached is this quarter's performance report. Officers will be in attendance to answer any questions. In addition a verbal update will be provided in relation to the STAR survey.

2.0 Recommendations

- 2.1 The Board is asked to receive and comment on the attached performance information.

3.0 Background documents¹

- 3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Responsible Area	Indicator	Target	September Result	December Result	Cumulative	Against Target	Trend	Notes
Property & Contracts	Repair First Time	95.00%	89.05%	89.84%	85.31%		↑	
Property & Contracts	Repairs Completed in Target	99.00%	88.42%	87.04%	92.09%		↓	
Property & Contracts	% of Satisfaction with Repairs	97.00%	97.54%	98.88%	91.62%		↑	
Property & Contracts	Gas Repair First Time	87.00%	99.66%	98.80%	98.23%		↓	
Property & Contracts	Gas Repairs Completed in Target	98.00%	97.50%	98.60%	98.42%		↑	
Property & Contracts	Gas Appointments Kept	98.00%	94.83%	96.52%	96.24%		↑	
Property & Contracts	Satisfaction - Gas	97.00%	98.19%	98.71%	98.70%		↑	
Property & Contracts	% of Annual Gas Services Completed	99.86%	99.26%	99.71%	99.71%		↑	
Property & Contracts	Minor Adaptations First Time	99.00%	83.05%	81.75%	81.34%		↓	
Property & Contracts	Minor Adaptations Completed Within Target	98.00%	95.15%	88.54%	93.92%		↓	
Property & Contracts	Minor Adaptations Satisfaction	97.00%	97.56%	100.00%	99.57%		↑	
Property & Contracts	% Major Adaptations Completed Within Target	97.00%	0.00%	87.88%	88.84%		↑	
Property & Contracts	Major Adaptations Satisfaction	97.00%	0.00%	100.00%	96.75%		↑	
Housing Management	% of Rent Collected (based on 66a definition)	98.06%	97.70%	97.24%	97.24%		↓	
Housing Management	Rent Arrears of Current Tenants as a proportion of the Authority's Rent Roll	2.20%	2.24%	2.68%	2.68%		↓	
Housing Management	Former Tenant Arrears as % of Rent Roll	1.20%	1.18%	1.28%	1.28%		↑	
Housing Management	Income Management Satisfaction	N/A	89.00%	Unavailable	87.40%			Survey on hold pending completion of service review
Housing Management	Proportion of Properties Currently Untenanted	0.73%	0.84%	1.03%	1.03%		↓	
Housing Management	Number of Properties Void for more than 6 months	9	64	2	2		↓	
Housing Management	% Rent Loss from Voids	0.90%	0.68%	0.76%	0.76%		→	
Housing Management	Gross Average Relet Times for Dwellings - (i.e. Without Exclusions)	30	29.30	30.59	30.59		↓	
Housing Management	% Tenants that reported ASB who are satisfied with Final Outcome.	80.00%	100.00%	87.00%	Unavailable		↓	LASBT are unable to provide cumulative total this month.
Housing Management	% Complaints Responded to Within 10 Working Days	96.25%	98.96%	97.14%	92.02%		↓	
Housing Management	Complaints Satisfaction	N/A	57.00%	Unavailable	50.00%			Survey on hold pending completion of service review
Housing Management	% Annual Tenancy Visits Completed	50.00%	45.11%	61.87%	61.87%		↑	
Housing Management	Independent Living Satisfaction	N/A	92.00%	Unavailable	88.30%			Survey on hold pending completion of service review

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Report author: Peter Marrington

Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 18 February 2015

Subject: Annual Tenancy Visit – Inquiry – Recommendations

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1.0 Summary of main issues

- 1.1 At the Board's January meeting it was agreed that members be asked to submit possible recommendations in relation to the Annual Tenancy Visit inquiry to today's meeting. Since the January meeting answers to additional questions raised have been received and circulated to members of the Board as have notes produced by officers and Jim Fergusson on a visit to Wakefield Housing.

- 1.2 It was further agreed that at today's meeting any recommendations would be discussed and agreed and submitted for final approval at the Board's March meeting. The following agenda item discusses issues around the drafting of the report and the report style to be adopted.

2.0 Recommendations

- 2.1 The Board is asked to consider the draft recommendations submitted by Board Members.

3.0 Background documents¹

- 3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 18 February 2015

Subject: Report Writing and Report Style

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1.0 Summary of main issues

- 1.1 The Tenant Scrutiny Board procedure rules state that at the conclusion of a review it shall, where it considers it to be appropriate, produce a written report summarising the evidence that it has taken and set out its recommendations.

- 1.2 Where the Tenant Scrutiny Board is considering making specific recommendations it shall invite advice from the appropriate Director(s) prior to it finalising its recommendations. The detail of that advice shall be reported to the tenant Scrutiny Board and considered before the report is finalised.

- 1.3 The review report shall include:
 - an explanation of the matter reviewed or scrutinised;
 - a list of the participants involved in the Inquiry (save where the Board considers that a name of a witness should be withheld for reasons of confidentiality) ;
 - a list of all documentation that has been considered by the Board; and
 - any conclusions and recommendations on the matter reviewed or scrutinised.

- 1.4 Where any member of the Tenant Scrutiny Board does not agree with the content of the Board's Report, they may produce a Minority Report setting out their findings and recommendations. The Minority Report will be an appendix to the Tenant Scrutiny Board's Report.

- 1.5 The Board's report into Annual Tenancy Visits will be this Board's first report. The Chair is mindful therefore to clarify with the Board how it wishes to proceed with the drafting of the report and what report style it wishes to use. To help with the

latter discussion, examples of tenant board reports from other areas (along with the style used by Leeds Scrutiny Boards) have been circulated.

2.0 Recommendations

2.1 The Board is requested to agree how it wishes to produce its report on Annual Tenancy Visits and in what style.

3.0 Background documents¹

3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.



Report author: Peter Marrington
Tel: 0113 39 51151

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 18 February 2015

Subject: Recruitment

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1.0 Summary of main issues

- 1.1 At the Boards January meeting an information pack to support future Board recruitment was discussed and revisions made. Attached as Appendix 1 is the final draft for Board approval.
- 1.2 Officers have also been invited to attend today's to outline what help is available in promoting the work of the tenant Scrutiny Board.

2.0 Recommendations

- 2.1 The Board is requested to agree the attached information pack and application form and discuss with officers ideas for promoting the work of the Board.

3.0 Background documents¹

- 3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Tenant Scrutiny Board Information Pack



What is the Tenant Scrutiny Board?

The Tenant Scrutiny Board is a key part of how Leeds City Council empowers local tenants to help improve local housing services and performance.

Their purpose is to monitor and advise on how housing services are delivered so that excellent services are given to tenants. They also help shape local communities by investing in environmental or community related projects.

Why become a Tenant Scrutiny Board member?

You will have the opportunity to make a real difference to tenants and local communities. You will gain the satisfaction of being involved in decision making and feel part of a team. You will also be supported to learn new skills and gain new experiences that might be a stepping stone to new opportunities.

What kind of person would make a good Tenant Scrutiny Board member?

An ideal board member will:

- Be open minded
- Be prepared to read papers and reports before a meeting
- Be prepared to listen to different points of view
- Ask questions if anything is unclear
- Be prepared to contribute to meetings
- Draw conclusions based on evidence, not on individual opinion
- Accept collective responsibility for Tenant Scrutiny Board decisions
- Be flexible in their approach to helping with Tenant Scrutiny Board activity, like undertaking project work and attending conferences
- Be committed to their own and the Board's training and development
- Maintain confidentiality and protect the reputation of the Board and its members
- Tell us about any private or personal interests, financial or otherwise which may conflict with the work of the Tenant Scrutiny Board, and
- Be prepared to have a public profile.

What is expected of a Tenant Scrutiny Board member?

Board members have the following responsibilities:

- To actively listen to tenants and link with all other forms of tenant, resident and community involvement.
- To scrutinise local service delivery against Key Performance Indicators.

Visit: www.leeds.gov.uk/scrutiny

Email: tenant.scrutiny@leeds.gov.uk

Phone: 0113 395 1151

What else do you need to know?

The role is voluntary; however, we will pay all reasonable travelling and car parking expenses – it's important that board members are not out of pocket for the time they give.

Board meetings are usually held every month, which you will be expected to attend. However, the role also includes preparing for meetings by taking the time to read information sent to you, plus there will be other activities relating to Tenant Scrutiny that you will be invited to take part in.

We will make reasonable adjustments to help you to fulfil the role if you have any specific requirements.

We are keen to make sure the diversity of the area is reflected in membership of the Board, especially young tenants, those from black and minority ethnic backgrounds and the Lesbian, Gay, Bisexual and Transgendered communities.

Board members can serve for up to three years. A full description of how the Tenant Scrutiny Board manages their membership is described in the 'terms of reference' (available from www.leeds.gov.uk/scrutiny or on request).

We will support board members and offer training and development opportunities to help all members to work well in the role.

You must sign a code of conduct that sets out the behaviour expected of all board members.

We have the right to end your board membership if you breach this code of conduct, or if you breach the terms of your tenancy.

How to apply to be a Tenant Scrutiny Board Member

If after reading this, you would like to be considered for Tenant Scrutiny Board membership, a copy of the application form and other useful information including the Terms of Reference is available on www.leeds.gov.uk/scrutiny

Completed application forms should be returned to: Housing Leeds, Freepost RRLU-UYBZ-UHKH, Navigation House, 8 George Mann Road, Leeds, LS10 1DJ

Alternatively, application forms can be scanned and emailed to tenant.scrutiny@leeds.gov.uk

Applicants are encouraged to explain how they meet the criteria for '*what makes a good Tenant Scrutiny Board member*' and '*what is expected of Board members as outlined in this information pack*'.

Eligible applicants will be interviewed by existing Board member(s) and a Council Officer. The interview questions will be based around the information in this pack.

For any queries or an informal chat or if you would like to attend and observe a board meeting before submitting an application, please call Guy Close on 0113 3950878.

Visit: www.leeds.gov.uk/scrutiny

Email: tenant.scrutiny@leeds.gov.uk

Phone: 0113 395 1151

Tenant Scrutiny Board

Membership Application Form



CONFIDENTIAL

The information you provide on this form will only be used for recruitment to Housing Leeds Service Groups

Please complete all sections of this form and return it to.
**Housing Leeds, Freepost RRLU-UYBZ-UHKH, Navigation House,
8 George Mann Road, Leeds, LS10 1DJ**

Alternatively, the form can be scanned and emailed to tenant.scrutiny@leeds.gov.uk

About You

Name:

Address for Correspondence:

Postcode:

Contact Telephone number No:

Email:

Are you
LCC Tenant

or

Leaseholder

Tell us why you are interested in joining the Tenant Scrutiny Board.
(Continue on an additional sheet if necessary.)

Please tell us:

- What skills and experience you have e.g. working with communities.
- Why you would make a good Tenant Scrutiny Board Member.

If you are selected for an interview, are there any days or times when it would be difficult for you to attend?

**Declaration: I understand that public funds must be protected and so the information I have provided on this form may be used to prevent and detect fraud. The information may also be shared, for the same purposes, with other organisations which handle public funds.
I can confirm that, to the best of my knowledge, the information provided on this form is correct.**

Signature:

Date:

Tenant Scrutiny Board - Involving Tenants to Improve Council Housing Services

What is the Tenant Scrutiny Board?

Made up of **tenants and leaseholders**, the Board challenges policies and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.

Tenant Scrutiny Board



How does the Tenant Scrutiny Board make a difference to Council Housing services?

It aims to:

- keep tenants and leaseholders at the heart of the services by finding out what they want.
- help examine the work of Housing Leeds, including being involved with reality checks and mystery shopping.
- improve the performance of day to day services, and satisfaction.
- achieve the best possible value for money.

Further details about how the board represents you and the minutes of previous meetings can be found at www.leeds.gov.uk/scrutiny.

Get Involved

To find out how you can support the Board, or apply to be a Board member email us direct at tenant.scrutiny@leeds.gov.uk

