

TENANT SCRUTINY BOARD.

**Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 29th June, 2016 at 1.30 pm**

(A pre-meeting will take place for ALL Members of the Board at 1.00 p.m.)

MEMBERSHIP

Sallie Bannatyne

Olga Gailite

John Gittos (Chair)

Christine Gregory

Michael Healey

Maddy Hunter

Peter Middleton

Roderic Morgan

Jackie Worthington

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

**Agenda compiled by:
Lee Ward
Neighbourhood Services
Tel: 0113 37 83195**

**Housing Manager
(Tenant Scrutiny and Customer
Relations): Sharon Guy
Tel: 0113 37 83194**

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			MINUTES - 1ST JUNE 2016 To confirm as a correct record, the minutes of the meeting held on 1 st June 2016.	1 - 4
5			CHAIR'S UPDATE To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting.	5 - 6
6			LETTINGS POLICY REVIEW To receive a presentation from the Lead Officer for the Lettings Policy review after which there will be opportunity for discussion and questions.	7 - 8
7			PERFORMANCE INFORMATION To receive a report from the Performance Manager around performance information.	9 - 16
8			NEXT INQUIRY To receive a report from the Housing Manager, Tenant Scrutiny for the Board to consider which area of work should be scrutinised next.	17 - 18
9			PUBLICITY OF THE WORK BY TENANT SCRUTINY BOARD To receive a report from the Housing Manager, Tenant Scrutiny on publicity about the Board's recent work.	19 - 22
10			DATE AND TIME OF NEXT MEETING Wednesday, 3 August 2016 at 1.30pm (pre-meeting for all Board Members at 1.00pm)	

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> <ul style="list-style-type: none"> 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. 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. 	

TENANT SCRUTINY BOARD.

WEDNESDAY, 1ST JUNE, 2016

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Christine Gregory, Maddy Hunter, Peter Middleton, Roderic Morgan and Jackie Worthington.

1 Late Items

There were no late items.

2 Apologies for Absence

An apology for absence was submitted by Michael Healey.

3 Minutes - 6th April 2016

RESOLVED – That the minutes of the meeting held on 6 April 2016 be approved as a correct record.

4 Chair's Update

The last Environment and Housing Scrutiny Board meeting was held at the Peckfield Landfill site. Chair of Tenant Scrutiny Board did not attend as he felt his attendance would not be useful for the board. The Chair will be attending the next meeting as usual.

The Chair has met with Sharon Guy in between this meeting and the last to discuss agenda items for the next municipal year and also to discuss recruitment to the Board.

On recruitment: two tenants have been invited to the next board meeting on 29th June as observers. After the meeting a discussion will take place with the prospective new members.

5 Discussion with Director of Environment and Housing and potential future areas of work

Neil Evans, Director of Environments and Housing gave an overview of his areas of responsibility.

Neil spoke about investment into council housing, this has been achieved through savings bringing ALMOs back into the Council, which has enabled the Council to deliver stock investment. Around £80 million was spent last year on improving the housing stock.

Looking forward there will be investment in sheltered housing and multi storey flats in future years. This will provide longer term benefits such as energy efficiency, which will help reduce fuel costs for tenants and improve health.

Neil explained there will be future issues for the Council around the Housing and Planning Bill. He advised the key issues facing the social housing sector include; the impact of Universal Credit. However within the new Bill there is an area of pay to stay; a household earning £31,000 or more (could be a couple earning £15,500) including pensioners, will be required to pay 15p in the pound towards the difference between Council rent and the market rent. The Council will have to collect this and then return funds back to central government.

Neil provided his thoughts on potential future areas of work for the board, which include:-

- Adaptations service
- Void and Lettings, (Lettable Standard)
- Repairs service (Leeds Building Services)

The Chair asked about repairs, as his impression was it had improved. Neil explained there has been significant change to the internal repairs service, in particular the East area. Neil advised that the timeliness of repair completion was not as good as expected.

Neil explained that Housing Leeds collect about 97.5% of rent due and that allows the Council to commit to investment needs. However future changes to legislation may impact on this.

6 Lettings Policy Review

Mandy Sawyer, Head of Neighbourhood Services, presented a report about the Lettings Policy Review.

The Chair explained at this point the Board would be consulted on proposed changes but that a full inquiry would not be undertaken.

Mandy Sawyer, Head of Neighbourhood Services explained a report is going to Executive Board about the Lettings Policy and gave interpretation of the current lettings policy. Whilst Housing Leeds have been reviewing local letting policies with residents over the last few years it has become apparent a fundamental review of the policy due to wider issues was needed. The main areas are:-

- Introducing a tenant transfer policy
- Local connection
- Housing children at heights
- Pre tenancy training
- Age related policies

Mandy explained that consultation began in May 2016. An online survey is available via the website. This will conclude at the end of June and then Housing Leeds will collate the findings from the review and consultation and feed into Executive Board in September.

In summary, the main areas of questioning by the Board were around:-

- Anti-Social Behaviour – does the council consider the wider community needs as well as the person being rehoused.
- Training for current tenants not just new ones
- Lettings process for a property
- Transfers can be a long process
- How many properties have been empty for a considerable length of time
- Rehousing under 25s and those coming out of care who may have specific needs
- Council currently has a policy for letting sheltered housing to those over 60s whereas Housing Associations rehouse under 55 year olds.

Neil advised that new build properties in Little London and Beeston and Holbeck had been let on the basis of good tenant behaviour. It was noted that in Little London, full rent collection had taken place and no issues of anti-social behaviour were recorded.

7 Joint Response to Tenant Scrutiny Board Inquiry - Environment of Estates

David Longthorpe, Head of Housing Management (East), presented a report in response to the recommendations produced by the Board. David noted that all recommendations have been accepted. He explained he was giving a collective response from Housing Leeds, Waste, Localities and Parks and Countryside.

Firstly he thanked the Board for their time and effort put into the inquiry. All observations and queries are welcomed.

The following general points were noted:

- Issues of consistency across the City
- Communication between involved parties
- Resident communication
- Enforcement action.

David explained that Housing Leeds want to look at new ideas and ways of working to bring about improvements, but it wasn't just about the council doing more; Housing Leeds want to involve tenants more in the management of estates.

David went through the recommendations with comments in agreement to them. He explained that more comprehensive responses are available if required.

RESOLVED – That all services will work together on the recommendations and will return to the Board in six months' time with an update on progress.

8 Environment of Estates Inquiry - Response from Director of Environment and Housing

The Housing Manager – Tenant Scrutiny, presented a report which gave the Director of Neighbourhoods and Housing an opportunity to respond to the recommendations to the Environment of Estates report.

The Director of Neighbourhoods and Housing agreed with the response to the recommendations and a need to have a one Council approach to issues raised and advised these should be resolved collectively by the department.

It was acknowledged there is a need to encourage tenants to take more responsibility, for example around household waste.

9 Date and Time of Next Meeting

Wednesday, 29 June 2016 at 1.30pm (pre-meeting for all Board Members at 1.00pm)



Report author: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 29 June 2016

Subject: Chair's Update 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 Purpose of this report

- 1.1 The purpose of this report is to outline some of the areas of work and activity of the Chair of the Scrutiny Board.

2 Main issues

- 2.1 Invariably, scrutiny activity takes place outside of the formal monthly Tenant Scrutiny Board meetings. Such activity can take the form of specific activity and actions of the Chair of the Tenant Scrutiny Board.
- 2.2 The purpose of this report is to provide an opportunity to formally update the Tenant Scrutiny Board on activity since the last meeting, including any specific outcomes. It also provides an opportunity for members of the Tenant Scrutiny Board to identify and agree any further scrutiny activity that may be necessary.
- 2.3 The Chair and Scrutiny Officer will provide a verbal update at the meeting, as required.

3. Recommendations

- 3.1 Members are asked to:
- a) Note the content of this report and the verbal update provided at the meeting.
 - b) Identify any specific matters that may require further scrutiny input/activity.

4. Background papers¹

4.1 None used

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: Sharon Guy

Tel: 07891 273581

Report of the Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 29 June 2016

Subject: Lettings Policy Review

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

1.0 Summary of main issues

- 1.1 At the Board's meeting in February, following discussion with Councillor Coupar, Executive Board Member with responsibility for communities, it was agreed that Tenant Scrutiny Board would be consulted during the Lettings Policy Review process.
- 1.2 At the Board's meeting 1 June 2016, the Head of Neighbourhood Services, Mandy Sawyer, presented a summary of the Lettings Policy Review.
- 1.3 Following on from the last meeting Kath Bramall, Lead Officer for the Lettings Policy Review, will be presenting a more detailed overview of how Local Lettings Policies have been considered during the review process.

2.0 Recommendations

- 2.1 The Board is requested to receive Housing Leeds' presentation after which there will be opportunity for discussion and questions.

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: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 29 June 2016

Subject: Performance Information

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 its meeting 1 June 2016 the Tenant Scrutiny Board received a presentation by the Director of Environment and Housing, Mr Neil Evans, in which he suggested that future investigative work for the Tenant Scrutiny Board may include:

- Adaptations service
- Voids/Letting standard
- Repairs service (East area)

1.2 The purpose of this report is for the Intelligence and Information Team to present performance information related to the three bulleted topics above to provide context and to ensure that Board members are better informed to make decisions in these areas.

2.0 Recommendations

2.1 The Board is requested to receive Housing Leeds' Performance Report presentation after which there will be opportunity for discussion and questions.

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.

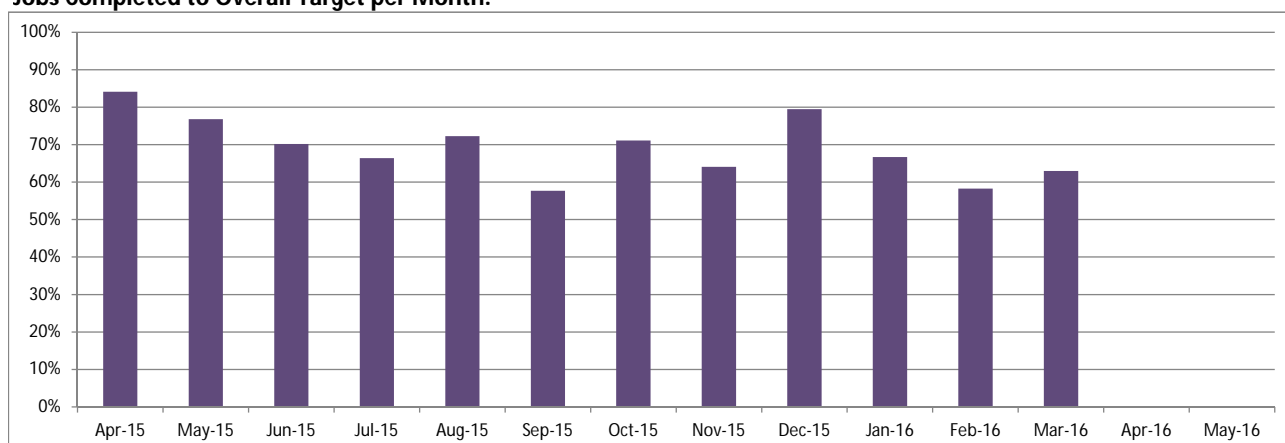
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Public (Housing Leeds) Adaptations Performance Summary 2015/16

Jobs Completed in 2015/16 to Overall Target by Area, and Average Days Taken:

	LCC Target Met		% Met LCC Target		Total	Average of Total Calendar Days
	Yes	No	Yes	No		
ENE	279	101	73%	27%	380	182
Non-Urgent	196	55	78%	22%	251	210
Urgent	83	46	64%	36%	129	128
SSE	323	135	71%	29%	458	192
Non-Urgent	230	78	75%	25%	308	212
Urgent	93	57	62%	38%	150	150
WNW	269	153	64%	36%	422	237
Non-Urgent	231	109	68%	32%	340	245
Urgent	38	44	46%	54%	82	202
Grand Total	871	389	69%	31%	1260	204

Jobs Completed to Overall Target per Month:



Jobs Completed in 2015/16 to Contractor Target by Contractor:

Contractor	Met cont' target		% Met contr target		Total	Average of Contractor Calendar Days Taken	Average of Actual Value
	Yes	No	Yes	No			
Astor Bannerman Medical Ltd	2	2	50%	50%	4	77	£4,715
C3S		2	0%	100%	2	93	£20,666
Care & Repair		9	0%	100%	9	151	£37,724
CEL	2		100%	0%	2	73	£1,932
Civic External	108	61	64%	36%	169	59	£5,549
Civic Internal	110	54	67%	33%	164	63	£4,690
Construction Services	619	124	83%	17%	743	66	£9,536
CS4L - Beston PFI	15	20	43%	57%	35	113	£2,697
EasiAccess		2	0%	100%	2	20	£5,146
Hugh Steeper Ltd		2	0%	100%	2	33	£1,938
PFI - West Area	14	4	78%	22%	18	104	£3,740
RSL Steeper	2		100%	0%	2	24	£2,282
Thyssen	2	1	67%	33%	3	44	£4,765
Total Hygiene LTD	6	6	50%	50%	12	50	£3,285
vador		2	0%	100%	2	25	£3,648
Westholme LTD	44	15	75%	25%	59	40	£2,187
Yorkshire Housing - Swarcliffe	22	6	79%	21%	28	75	£5,214
Grand Total	946	310	75%	25%	1256	66	£7,788

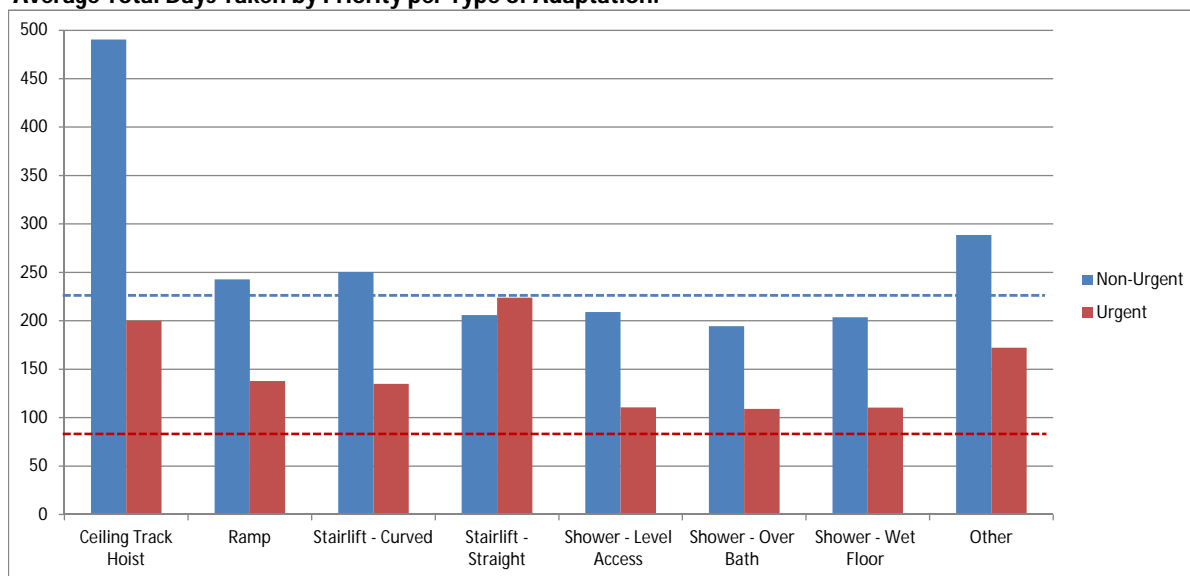
Count of Type of Adaptation 2015/16:

Type of Adaptation	Count	%
Ceiling Track Hoist	60	5%
Ramp	122	10%
Stairlift - Curved	57	4%
Stairlift - Straight	92	7%
Shower - Level Access	116	9%
Shower - Over Bath	114	9%
Shower - Wet Floor	484	39%
Other	215	17%
Grand Total	1260	100%

Jobs Completed by Type of Work and Priority in 2015/16 to Contractor Target, by Contractor:

Row Labels	Met Target		% Met Target		Total	Average of Total Calendar Days	Average of Actual Value
	Yes	No	Yes	No			
Ceiling Track Hoist	23	37	38%	62%	60	273	£2,195
Non-Urgent	7	8	47%	53%	15	490	£2,052
Urgent	16	29	36%	64%	45	200	£2,252
Ramp	67	55	55%	45%	122	204	£5,661
Non-Urgent	41	36	53%	47%	77	243	£5,648
Urgent	26	19	58%	42%	45	138	£5,685
Stairlift - Curved	29	28	51%	49%	57	210	£5,868
Non-Urgent	17	20	46%	54%	37	250	£5,864
Urgent	12	8	60%	40%	20	135	£5,876
Stairlift - Straight	65	27	71%	29%	92	212	£3,080
Non-Urgent	44	18	71%	29%	62	206	£3,168
Urgent	21	9	70%	30%	30	224	£2,891
Shower - Level Access	100	16	86%	14%	116	198	£3,794
Non-Urgent	89	14	86%	14%	103	209	£3,799
Urgent	11	2	85%	15%	13	111	£3,753
Shower - Over Bath	98	16	86%	14%	114	178	£2,231
Non-Urgent	81	11	88%	12%	92	194	£1,933
Urgent	17	5	77%	23%	22	109	£3,438
Shower - Wet Floor	394	90	81%	19%	484	188	£13,279
Non-Urgent	333	71	82%	18%	404	204	£14,943
Urgent	61	19	76%	24%	80	110	£4,211
Other	95	120	44%	56%	215	231	£5,407
Non-Urgent	45	64	41%	59%	109	289	£5,882
Urgent	50	56	47%	53%	106	172	£4,878
Grand Total	871	389	69%	31%	1260	204	£7,766

Average Total Days Taken by Priority per Type of Adaptation:



Customer Satisfaction with the Adaptations Service Provided 2015/16:

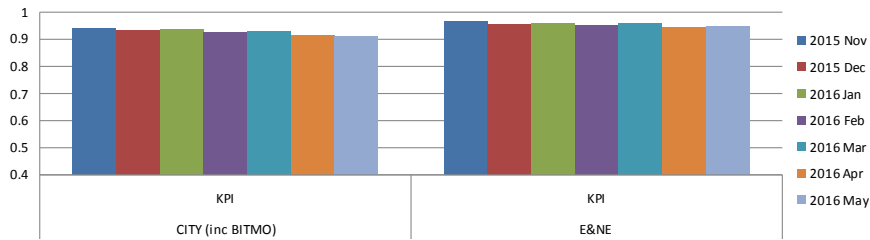
Row Labels	Satisfied	Not Satisfied	Satisfied	Not Satisfied		
Leeds (East)	62	1	98%	2%	63	100%
Leeds (South)	61	3	95%	5%	64	100%
Leeds (West)	59	6	91%	9%	65	100%
Grand Total	182	10	95%	5%	192	100%

Customer Satisfaction with the Service Provided by the Contractor 2015/16:

Row Labels	Satisfied	Not Satisfied	Satisfied	Not Satisfied		
Leeds (East)	60	3	95%	5%	63	100%
Leeds (South)	60	4	94%	6%	64	100%
Leeds (West)	51	14	78%	22%	65	100%
Grand Total	171	21	89%	11%	192	100%

Responsive Repairs

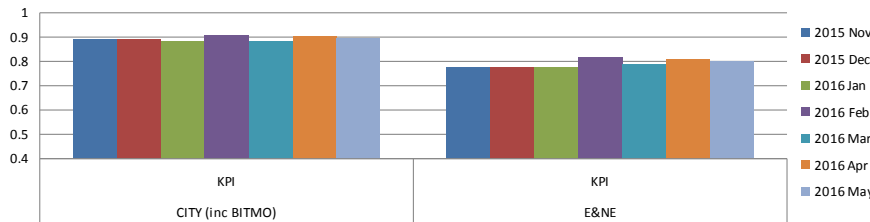
RR1 - Same Day Fix



RR1 - Same Day Fix

Area	Nov	Dec	Jan	Feb	Mar	Apr	May
City	94.09%	93.31%	93.82%	92.70%	92.99%	91.28%	90.98%
No of Jobs	12752	13747	11520	14598	12369	12355	12001
No Met	11998	12828	10808	13532	11502	11278	10919
E&NE	96.72%	95.35%	96.01%	95.21%	95.88%	94.53%	94.92%
No of Jobs	3106	3358	2830	3383	2866	2854	2714
No Met	3004	3202	2717	3221	2748	2698	2576

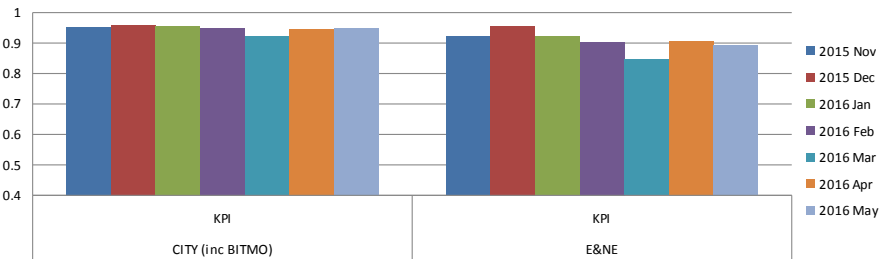
RR2 - Repairs Completed Within Target



RR2 - Repairs Completed Within Target

Area	Nov	Dec	Jan	Feb	Mar	Apr	May
City	89.06%	89.18%	88.15%	90.72%	88.54%	90.27%	89.55%
No of Jobs	18317	19831	17565	20489	18391	18882	17528
No Met	16314	17686	15484	18588	16283	17045	15696
E&NE	77.50%	77.86%	77.83%	81.68%	78.70%	81.03%	79.92%
No of Jobs	7723	8335	7834	8265	7844	7608	7146
No Met	5985	6490	6097	6751	6173	6165	5711

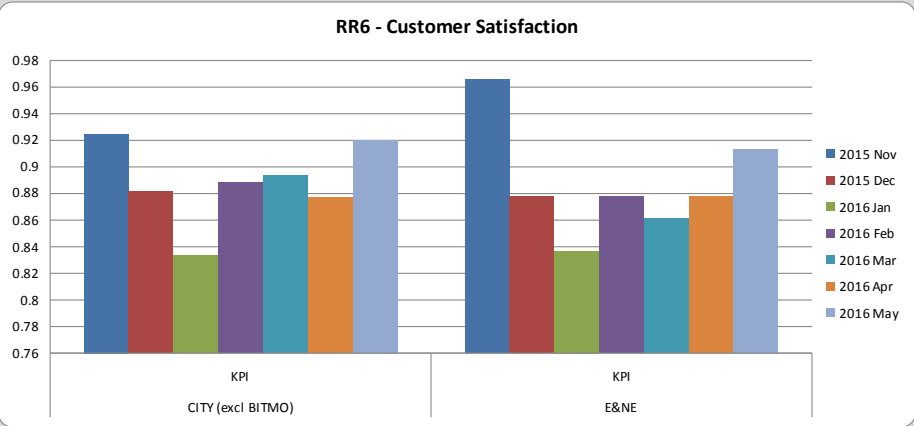
RR3 - Appointments Kept



RR3 - Appointments Kept

Area	Nov	Dec	Jan	Feb	Mar	Apr	May
City	95.24%	95.84%	95.60%	94.96%	92.32%	94.55%	94.98%
No of Jobs	10477	9386	10566	10284	10059	9702	9687
No Met	9978	8996	10101	9766	9286	9173	9201
E&NE	92.17%	95.55%	92.14%	90.37%	84.61%	90.78%	89.41%
No of Jobs	3499	2852	3436	3261	3360	3122	2955
No Met	3225	2725	3166	2947	2843	2834	2642

Responsive Repairs



RR6 - Customer Satisfaction							
Area	Nov	Dec	Jan	Feb	Mar	Apr	May
City (excl BITMO)	93.00%	88.00%	82.90%	88.10%	88.50%	91.60%	91.70%
Total Survey	419	445	446	486	585	459	494
Satisfied	387	392	370	428	519	420	454
% Not Satisfied	4.40%	6.10%	7.20%	3.80%	5.50%	4.90%	4.00%
Not Satisfied	19	27	31	18	31	16	19
% Neither	2.50%	5.90%	9.80%	8.00%	6.00%	3.50%	4.20%
Neither	13	26	45	40	35	23	21
E&NE	96.55%	87.77%	83.69%	87.76%	86.15%	75.78%	80.77%
Total Survey	116	139	141	147	195	161	208
Satisfied	112	122	118	129	168	122	168
% Not Satisfied	3.45%	5.76%	8.51%	4.08%	6.67%	9.94%	9.13%
Not Satisfied	4	8	12	6	13	16	19
% Neither	0.00%	6.47%	7.80%	8.16%	7.18%	14.29%	10.10%
Neither	0	9	11	12	14	23	21

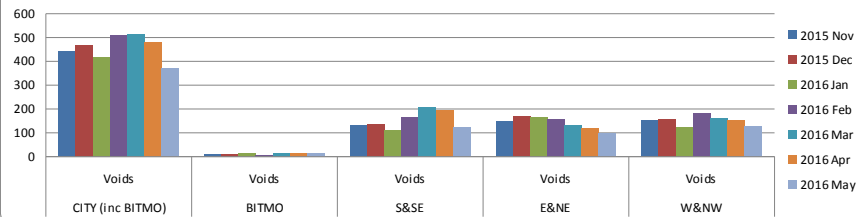
Responsive Repairs Complaints

Region/Office	Nov 15			Dec 15			Jan 16		
	Total received	Responded to on time	%	Total received	Responded to on time	%	Total received	Responded to on time	%
E&NE	48	36	75.00%	32	30	93.75%	48	42	87.50%
Adaptations									
M&E	4	3	75.00%	3	3	100.00%	2	2	100.00%
Other	1	1	100.00%						
Planned	3	3	100.00%	5	4	80.00%	2	2	100.00%
Responsive repairs	15	10	66.67%	8	8	100.00%	19	16	84.21%
Voids	1	1	100.00%				1	1	100.00%
Total	24	18	75.00%	16	15	93.75%	24	21	87.50%
S&SE	18	16	88.89%	30	26	86.67%	56	50	89.29%
Adaptations									
M&E	2	2	100.00%	3	3	100.00%	11	11	100.00%
Other									
Planned	2	1	50.00%	2	1	50.00%	3	3	100.00%
Responsive repairs	5	5	100.00%	10	9	90.00%	13	10	76.92%
Voids							1	1	100.00%
Total	9	8	88.89%	15	13	86.67%	28	25	89.29%
W&NW	82	60	73.17%	60	52	86.67%	70	54	77.14%
Adaptations	1	1	100.00%	1	1	100.00%			
M&E	8	4	50.00%	9	8	88.89%	10	10	100.00%
Other	1	1	100.00%						
Planned	10	7	70.00%	4	4	100.00%	8	4	50.00%
Responsive repairs	20	16	80.00%	15	12	80.00%	16	12	75.00%
Voids	1	1	100.00%	1	1	100.00%	1	1	100.00%
Total	41	30	73.17%	30	26	86.67%	35	27	77.14%
CITY (excl BITMO)	148	112	75.68%	122	108	88.52%	174	146	83.91%

Region/Office	Feb 16			Mar 16			Apr 16		
	Total received	Responded to on time	%	Total received	Responded to on time	%	Total received	Responded to on time	%
E&NE	40	36	90.00%	50	44	88.00%	68	56	82.35%
Adaptations				1	1	100.00%			
M&E	10	10	100.00%	4	4	100.00%	4	4	100.00%
Other									
Planned				2	2	100.00%	3	3	100.00%
Responsive repairs	9	7	77.78%	18	15	83.33%	26	20	76.92%
Voids	1	1	100.00%				1	1	100.00%
Total	20	18	90.00%	25	22	88.00%	34	28	82.35%
S&SE	52	28	91.30%	46	42	91.30%	38	32	84.21%
Adaptations				1	1	100.00%	1	1	100.00%
M&E	7	5	71.43%	2	2	100.00%	3	3	100.00%
Other	1	1	100.00%				1	1	100.00%
Planned	6	6	100.00%	1	1	100.00%	2	1	50.00%
Responsive repairs	12	2	16.67%	18	16	88.89%	11	9	81.82%
Voids				1	1	100.00%	1	1	100.00%
Total	26	14	53.85%	23	21	91.30%	19	16	84.21%
W&NW	72	48	66.67%	50	38	76.00%	62	48	77.42%
Adaptations									
M&E	5	4	80.00%	7	6	85.71%	13	13	100.00%
Other	2	1	50.00%	2	2	100.00%	1	1	100.00%
Planned	7	7	100.00%	2	2	100.00%	4	2	50.00%
Responsive repairs	22	12	54.55%	12	7	58.33%	13	8	61.54%
Voids				2	2	100.00%			
Total	36	24	66.67%	25	19	76.00%	31	24	77.42%
CITY (excl BITMO)	164	112	68.29%	146	124	84.93%	168	136	80.95%

Empty Properties

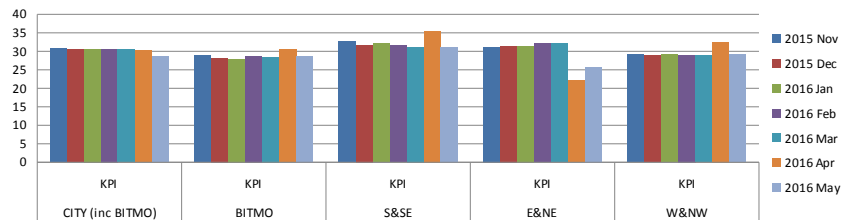
HMA6 - Total Number of Days Void



HMA6 - Total Number of Days Void

Area	Nov	Dec	Jan	Feb	Mar	Apr	May
City	444	470	416	509	516	481	371
BITMO	10	10	13	4	16	13	16
S&SE	131	135	112	164	206	195	100
E&NE	151	169	167	157	132	119	126
W&NW	152	156	124	184	162	154	129

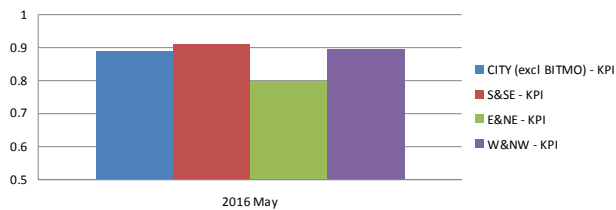
BV212 - Average Re-Let Days



BV212 - Average Re-Let Days

Area	Nov	Dec	Jan	Feb	Mar	Apr	May
City	30.76	30.47	30.69	30.70	30.52	30.24	28.63
BITMO	28.84	28.24	27.98	28.69	28.46	30.55	28.70
S&SE	32.66	31.77	32.09	31.58	31.21	35.53	31.17
E&NE	31.21	31.39	31.52	32.09	32.11	22.14	25.76
W&NW	29.16	28.93	29.18	29.02	28.84	32.51	29.15

Moving Homes Customer Satisfaction

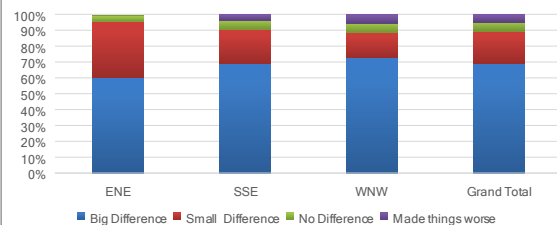


Moving Homes Satisfaction - From 1st April 2015 to 31st May 2016

How satisfied are you with the service you received whilst moving home?

Area	Satisfied	Not Satisfied	Satisfied	Not Satisfied	Total Number	%
CITY	226	28	89%	11%	254	100%
E&NE	24	6	80%	20%	30	100%
S&SE	83	8	91%	9%	91	100%
W&NW	119	14	89%	11%	133	100%

Quality of Life



What difference has your new home made to your quality of life?

Area	Big Difference	Small Difference	No Difference	Made things worse	Big Difference	Small Difference	No Difference	Made things worse	Total Number	Total %
ENE	19	11	1		61%	35%	3%	0%	31	100%
SSE	63	19	5	3	70%	21%	6%	3%	90	100%
WNW	91	20	8	6	73%	16%	6%	5%	125	100%
Grand Total	173	50	14	9	70%	20%	6%	4%	246	100%

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 29 June 2016

Subject: Next Inquiry

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 purpose of this report is for the Board to consider what area of work should be scrutinised next.
- 1.2 At the meeting 1 June 2016 the Tenant Scrutiny Board received a presentation by the Director of Environment and Housing during which three areas of work were suggested as possibilities for future inquiries. Item 7 provided further context in the form of a performance report from Intelligence and Information team.

2.0 Recommendations

- 2.1 Members are requested to consider and discuss which area(s) of work the Board should concentrate on for their next Inquiry and how extensive such work should be.

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: Sharon Guy

Tel: 07891 273581

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 29 June 2016

Subject: Publicity of the work by Tenant Scrutiny Board

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

1.0 Summary of main issues

- 1.1 Housing Leeds produce a monthly e-newsletter called; In The Loop, which is sent out to involved tenants who have an email address, outlining the work various tenants groups have been involved in.
- 1.2 The June 2016 edition of this e-bulletin featured an article in relation to Tenant Scrutiny Board and the work the Board had in reviewing the walkabout process. It also contained a positive article which explained the importance of Annual Home Visits, which the Board reviewed in an earlier inquiry.

2.0 Recommendations

- 2.1 The Board is requested to receive the copy of the article and provide any other comments they may have.

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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AHV (Annual Home Visit) supports community involvement



During their recent Annual Home Visit two young tenants living in the Hawksworth Wood estate told housing officer Penny Davingoff that they would be interested in finding out about getting involved in their community. Penny referred their details to Lee Wright the Tenant & Community Involvement Officer for Inner North West and Lee arranged to meet up with the tenants, Emma and Kayleigh. He took them along, for the first time, to their local community centre to meet some of the existing volunteers.

During this meeting they came up with an idea to run a weekly after school homework club at the community centre for year 7 to 11 children. The community centre has laptops and wifi available and many children do not have access to the internet at home to do research for homework. Emma and Kayleigh are hoping to start the club in September and are arranging meetings to make sure they have everything in place before then. Emma has also recently attended the Hawksworth Wood Community Association Committee Meeting.

AHVs are vital to help us identify any issues, support needs and offer advice to tenants as well as making sure everything in the home is running how it should be.

Page / 6

Tenant Scrutiny Update!

Walkabout recommendations have been launched!



As part of a series of recommendations made by the Tenant Scrutiny Board the latest to be put into practice and become part of a new policy are the Estate Walkabout recommendations.

The Tenant Scrutiny Board wanted to see:

- Better communication of estate walkabouts, with plenty of notice.
- Proactive campaigns to increase tenant participation.
- Ward Councillors and other agencies to attend walkabouts at the request of Housing Leeds to target particular issues.
- Outcome reports following walkabouts to be sent to Ward Councillors and other agencies who attended.
- Actions agreed to happen within agreed time scales.
- A standardised reporting template.
- Use of compliment letters.
- A consistent approach to enforcement.

To meet the recommendations we have launched a new Walkabout and Estate Inspection policy with a clear and concise way of working for all Housing Offices. Staff have been provided with guidance and training on the new way of working and standardised documents.

Later this month dates for all Estate Walkabouts will be published on our web pages.

Page / 3

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