
TENANT SCRUTINY BOARD

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Wednesday, 3rd August, 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

Rita Ighade

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 style="padding-left: 40px;">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 style="padding-left: 40px;">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 - 29TH JUNE 2016</p> <p>To confirm as a correct record, the minutes of the meeting held on 29th June 2016</p>	1 - 4
5			<p>CHAIR'S UPDATE</p> <p>To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting.</p>	5 - 6
6			<p>RESPONSE TO ESTATE INQUIRY FROM MEMBER OF THE PUBLIC</p> <p>The Board is requested to receive the response to the query made by a member of the public in relation to a query on the Estate Inquiry.</p>	7 - 8
7			<p>LETTINGS REVIEW DRAFT CONSULTATION REPORT</p> <p>To receive a draft report on the Lettings Policy consultation and for the Board to discuss the points contained within and to agree as their response.</p>	9 - 12
8			<p>FUTURE WORK PROGRAMME</p> <p>At the Boards last meeting, performance information was presented which related to three potential areas of work suggested by the Director or Environments and Housing for the coming year. Members of the Board are requested to discuss and agree details of their next inquiry.</p>	13 - 14
9			<p>ANNUAL REPORT, PROMOTIONAL VIDEO OF TENANT SCRUTINY BOARD</p> <p>To receive a report on an idea to produce a promotional video of the Boards work to be included in the Housing Leeds Annual Report.</p>	15 - 16
10			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday, 31st August 2016 at 1:30pm (pre-meeting for all Board Members at 1:00pm)</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, 29TH JUNE, 2016

PRESENT: John Gittos in the Chair

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

10 Late Items

There were no late items.

11 Apologies for Absence

Apologies for absence were submitted from Christine Gregory and Michael Healey.

12 Minutes - 1st June 2016

RESOLVED – That the minutes of the meeting held on 1st June 2016 be approved as a correct record.

13 Chair's Update

The Chair held a meeting with Sharon Guy to discuss agenda planning and recruitment. The Chair explained a letter had been received from Mr Mann in relation to the Environment of Estates inquiry. Mr Mann has been informed a response will be provided in due course from the Board.

The Chair attended Environment and Housing Scrutiny meeting, and advised they are considering their work programme for the coming year. It was explained that the difference between the two Boards is; Environment and Housing undertake themed projects throughout the year, for example, the implications of the Housing and Planning Bill, void turnaround times, and community safety whereas Tenant Scrutiny undertake specific inquiries.

14 Lettings Policy Review

Kath Bramall, Housing Manager presented a report on the Lettings Policy review. It was explained that the driving force for the review, was the inconsistent application across the city. The purpose of the review is to harmonise and to achieve consistency. Kath explained that Housing Leeds have undertaken wide consultation, including Member information sessions, attending Community Committee meetings and also tenant consultation with resident groups. The Board were advised that the consultation period is to be extended until the end of July in order that a wider collection of views can be sought.

Draft minutes to be approved at the meeting
to be held on Wednesday, 3rd August, 2016

The Board were presented with the consultation document with the questions being asked as part of the review.

The Board asked how the policy would work in future, especially in regard to visiting applicants before they are offered a property to confirm good tenancy details. It was explained that Housing Leeds take into account the history of the tenancy and would also consider information previously gathered at the annual home visit. Kath explained that the review will consider if a new approach is better than the one currently used.

The Board enquired what impact using employment policies would have on those who may be unemployed, or tenants suffering ill health. Kath explained that employment policies are used in a small number of lets but explained there is an advantage to offering this approach in some areas, where they are accessible for transport. It also helps to try and dispel the impression Council housing is only for those on benefits.

Sally Bannatyne commented that this presentation was more generalised compared to previous ones she had heard where information provided was more specific and definite, and that certain groups of people would be allocated certain blocks. Kath explained that the approach has changed, as consultation has progressed to ensure all factors are considered.

The Chair asked what happens in instances where properties are demolished and properties rebuilt, would the tenants who have moved out be offered a 'new' property on completion? Kath explained this would have to be a recommendation on the report which is presented to the Director, but it has to be balanced as the properties may not be like for like and also some tenants do not wish to move back again as the build of new properties is not immediate and can take several years.

15 Performance Information

The Chair introduced Nik Carter, Performance Officer to explain areas of performance which are linked to potential future inquiries by the Board.

These were Adaptations, Voids and Repairs.

In relation to voids, Nik explained that voids have reduced, the turnaround target is 30 days, which is currently being met city wide. He also explained the satisfaction of the new home tenants are allocated is high at 89% and that 90% of tenants say that their new home has made a difference

In relation to responsive repairs, Nik provided an overview of city wide performance. Nik explained there are three performance measures which are built into the repairs contracts. Same day fixes, the target is 90% and the Council are meeting this, with East Leeds performing above this target. Repairs completed within target, Nik explained that there are varying targets for different repair types. 99% is the target for this but citywide, Housing

Leeds are at 89.55% which is good but not on target. East Leeds (which is in house contract) is at 79.92% and may be an area of interest for the Board.

The third indicator is appointments made and kept which citywide is 94.98%, in comparison performance is 89.41% in East Leeds.

Moving onto satisfaction of repairs, Nik explained the city wide target is 90%, the city wide figure for May 16 was 91.7%, in comparison to 80.7% in east Leeds.

Nik explained the adaptations performance and the targets for the various types of adaptations. It is highlighted from the performance that targets are met for non-urgent adaptations compared to urgent ones. The Chair commented that you would think it should be the other way round but asked if it was because urgent jobs are more complex, this was confirmed.

(Roderic Morgan left the meeting during this item at 2:30pm.)

16 Next Inquiry

The Chair explained that although there are some ideas for a future inquiry by the Board already presented, alternative suggestions are welcome from Board members.

RESOLVED The Chair asked that Board members provide feedback on this item within 14 days from the date of this meeting. The Chair explained a vote would be undertaken at the next meeting.

17 Publicity of the Work by Tenant Scrutiny Board

Lee Ward, Scrutiny Officer presented a report outlining the positive work undertaken by the Board arising from previous inquiries and recent publicity. Lee explained following the inquiry undertaken by the Board there had been a number of positive outcomes for tenants, which had led to service improvement and positive feedback for a number of tenants.

It was also explained that all meetings are publicised on Facebook and Twitter which will hopefully encourage others to take an interest in the Boards work.

18 Date and Time of Next Meeting

Wednesday 3rd August 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)

This page is intentionally left blank



Report author: Sharon Guy
Tel: 07891 273581

Report of **Housing Manager, Tenant Scrutiny**

Report to **Tenant Scrutiny Board**

Date: **3rd August 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 Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 3 August 2016

Subject: Response to Estate Inquiry from member of the public

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 Boards' work is publicised online and is therefore open to comments from Members of the public.
- 1.2 At the last meeting, the Board were made aware of an enquiry received in relation to the environment of estates inquiry. It was agreed that a response would be provided following discussion with the Chair and, a copy of the response would be brought to the Board at their next meeting for information.

2.0 Recommendations

- 2.1 The Board is requested to receive the response to the query made.

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.

Housing Leeds
Navigation House
8 George Mann Road
Leeds
LS10 1DJ

Contact: Sharon Guy
Tel: (0113) 3783195

Date: 11th July 2016

Dear

I write in response to your enquiry and can provide the following feedback on behalf of the Board.

Estate Walkabouts

Please refer to section 3 of the estate inspection process, attached for information.

Waste Management

To put into context the Boards inquiry, the Board focused very much on partnership working, specifically how the waste service works in partnership with Housing Leeds to provide cleaner estates, please refer to recommendation 3. Whilst I accept this does not answer your question about recycling, the inquiry was an overview of the service only, the focus was very much about partnership working.

Garden and Common Land Management

Please refer to section – hedges and gardens of the estate inspection process.

Resident Associations

As part of their inquiry the Board undertook consultation with staff and residents, it was felt that where residents groups are actively involved that, delivery on estate improvements was generally more successful with tenant involvement and ownership of issues.

Other Observations

To put into context the Boards involvement with the estate inspection process, they were consulted as part of the city wide harmonisation process, however, they were not responsible for the implementation and delivery of the new process. The review of the procedure was completed by a cross section of Housing Leeds staff. Details of your enquiry have been passed to the Lettings and Policy Team who have responsibility for the harmonisations and review of policies and procedures.

I trust this information is of help.

Yours sincerely

Sharon Guy
Housing Manager, Tenant Scrutiny



Report author: Sharon Guy
Tel: 07891 273581

Report of the Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 3 August 2016

Subject: Lettings Policy Review – Consultation Draft

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 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 June’s Board meeting, the Lead Officer from the Lettings Policy Review presented a detailed overview of how Local Lettings Policies have been considered during the review process.
- 1.3 A draft report on the consultation has now been produced and is offered to the Board for discussion and to be agreed.

2.0 Recommendations

- 2.1 The Board is asked to receive the draft consultation and make comments as appropriate.

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.

This page is intentionally left blank

Report of Housing Manager, Tenant Scrutiny

Report to Tenant Scrutiny Board

Date: 3 August 2016

Subject: Lettings Policy Review – Draft Feedback

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 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.

The purpose of this report is to provide feedback on behalf of Tenant Scrutiny Board in response to the proposed changes.

2.0 TENANT TRANSFER POLICY

2.1 The Board understands the benefit of introducing a tenant transfer policy which recognises good tenant behavior when allocating properties. It is acknowledged the allocation of properties based on good tenant behaviour needs to be balanced with meeting increasing waiting list demand and diminishing stock.

2.2 The Board acknowledges the benefits of adopting a tenant transfer policy as this will invariably release properties for applicants from the general waiting list. The Board feels that an allocation of 10% is a proportionate number of properties to allocate as part of the tenant transfer policy.

2.3 Undertaking home visits prior to offer of tenancy

The Board recognise the benefits of undertaking a pre tenancy visit prior to making an offer. This would enable staff to have a pre-tenancy discussion to confirm with potential tenants, their responsibilities such as rent payments and the opportunity to identify potential support needs. In addition, it would allow the Housing Officer to

establish a relationship with potential new tenants.

2.4 Allocating properties to applicants with a local connection

The Board has considered both the impact and the benefits of this proposal. Given the depletion of stock through right to buy and high cost void sales this is likely to reduce further the availability in areas of high demand and low stock availability. The Board would recommend that consultation is undertaken with existing tenants but also applicants on the waiting list.

2.5 Reducing and removing local lettings policies on flats which give preference to applicants over a certain age e.g. 40 years and over.

The Board feels that all existing local lettings policies should be considered on individual merit. There is an increasing age population which is likely to lead to more demand from an aging population.

Blocks should be considered on an individual basis and considerations such as; local infrastructure and facilities available should be taken into account for elderly and those with confirmed medical need. Also the Board believes that consideration should be given to retaining 50+ age restrictions to flats where the ground and first floor are sheltered housing.

The Board feels the Council should take legal advice whether this would breach any legal restrictions that are in force.

2.6 Clearance Areas

The Board feels that tenants displaced as a result of designated clearance areas should be consulted about the option to return if suitable new properties are built on the old site.

2.7 Decoration Vouchers

The Board feels that properties should be assessed on individual merit and where properties prove difficult to let because of poor decorations, an incentive should be offered. In addition, the Board recognises that some tenants have low income and should be supported if rehousing is necessary.

2.0 RECOMMENDATIONS

2.1 The Board is asked to provide feedback on recommendations contained within this report.

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 of **Housing Manager, Tenant Scrutiny**

Report to **Tenant Scrutiny Board**

Date: **3rd August 2016**

Subject: **Work Programme for Municipal Year**

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 last meeting, performance information was presented which related to three potential areas of work suggested by the Director or Environments and Housing for the coming year. Members were asked if they wished to submit their own ideas for work and were asked to pass these onto the Chair within the next 14 days.

1.2 It can be confirmed that no suggestions were received by the Chair and so the Board are asked to discuss and agree their work programme for the coming municipal year from the following areas:

- Lettings and Voids – Lettable Standard
- Adaptations Service
- Repair service (East)

2.0 Recommendation

2.1 Members of the Board are requested to discuss and agree details of their next inquiry.

- a) confirm the areas of Scrutiny for the forthcoming municipal year
- b) authorise the Chair, in conjunction with officers, to draw up draft inquiry terms of reference for subsequent approval by the Tenant Scrutiny Board.

3.0 Background papers¹

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: 07891273581

Report of **Housing Manager, Tenant Scrutiny**

Report to **Tenant Scrutiny Board**

Date: **3rd August 2016**

Subject: **Annual Report, Promotional Video of Tenant Scrutiny Board**

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 Housing Leeds produce an annual report, which outlines how they are performing against services standards, which have been agreed with tenants. It also captures information for the period 6 April 2015 to 3 March 2016 including details about some key achievements, projects and initiatives undertaken.
- 1.2 This year a new approach has been suggested, currently Housing Leeds are consulting with involved tenants about providing a short video of involved groups outlining their area of work for the past year, rather than just producing a report containing text.

2.0 Recommendation

- 2.1 Members of the Board are requested to discuss this suggestion and provide feedback to Housing Leeds.

3.0 Background papers¹

- 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.

This page is intentionally left blank