



## TENANT SCRUTINY BOARD

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Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Wednesday, 30th November, 2016 at 1.30 pm

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

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### MEMBERSHIP

Sallie Bannatyne

Olga Gailite

John Gittos (Chair)

Christine Gregory

Michael Healey

Maddy Hunter

Rita Ighade

Peter Middleton

Roderic Morgan

Jackie Worthington

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

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

**Scrutiny Officer: Sharon Guy**  
**Tel: 0113 37 83194**

# A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></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;"><b>RESOLVED</b> – 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;"><b>No exempt items have been identified.</b></p>	
2			<p><b>LATE ITEMS</b></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><b>APOLOGIES FOR ABSENCE</b></p> <p>To receive any apologies for absence.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
4			<p><b>MINUTES - 26TH OCTOBER 2016</b></p> <p>To confirm as a correct record, the minutes of the meeting held on</p>	1 - 8
5			<p><b>CHAIR'S UPDATE</b></p> <p>To receive an update from the Chair on scrutiny activity, not specifically included on this agenda, since the previous Board meeting.</p>	9 - 10
6			<p><b>UPDATE ON ESTATE STANDARDS INQUIRY</b></p> <p>The Boards inquiry for 2015/16 municipal year focused on Estate Standards. The report from Tenant Scrutiny Board was agreed to be implemented by Housing Leeds with the Board requesting an update on progress in six months time. This report gives Board members the opportunity to see progress and raise any questions they may have.</p>	11 - 20
7			<p><b>LETTABLE STANDARD UPDATE</b></p> <p>This report gives an update to the Board on the sub groups work so far to review the lettable Standard.</p>	21 - 22
8			<p><b>QUESTIONNAIRE TO COUNCILLORS ON EAST LEEDS REPAIRS</b></p> <p>There is a consensus to ensure as wide as possible range of views are received to help understand the service from actual service users.</p> <p>The Board are requested to receive the questionnaire for Councillors and offer any thoughts or amendments which need to be considered for inclusion.</p>	23 - 24

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p><b>QUESTIONNAIRE FOR TENANTS ON EAST LEEDS REPAIRS</b></p> <p>There is a consensus to ensure as wide as possible range of reviews are received to help understand the service from actual service users.</p> <p>The Board is requested to receive the questionnaire for tenants and offer any thoughts or amendments which need to be considered for inclusion.</p>	25 - 26
10			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Wednesday 21<sup>st</sup> December 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)</p> <p><b>THIRD PARTY RECORDING</b></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>	

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## TENANT SCRUTINY BOARD

WEDNESDAY, 26TH OCTOBER, 2016

**PRESENT:** John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Michael Healey, Peter Middleton, Roderic Morgan and Jackie Worthington

**18 Exempt Information - Possible Exclusion of the Press and Public**

**19 Late Items**

There were no late items.

**20 Apologies for Absence**

Received from Christine Gregory, Rita Ighade, Maddie Hunter.

**21 Minutes - 28th September 2016**

**RESOLVED** – That the minutes of the meeting held on 28 September 2016 be approved as a correct record.

**22 Chair's Update**

The Chair reported he has met with Sharon Guy prior to the meeting to discuss the agenda items for this meeting.

Two Environment and Housing meetings have been held since the last meeting of the Board.

The Chair advised discussions had taken place about the Peckfield landfill site in Micklefield. Elected members wanted to know what the contingency plans were if the landfill site was abandoned. It was noted this was unlikely, but discussions were ongoing between planning officers and the Environment Agency to make sure adequate plans were in place if such circumstances were to happen. The Board wanted further communication with the Environment Agency.

The second meeting the Chair could not attend – however he explained there was discussion around the Lettings Policy Review Consultation and the report that will go for discussion to the Executive Board. There followed a discussion about housing related matters including the forthcoming Housing and Planning Act, Voids and Quality of Private Rented Sector Housing.

The Environment and Housing Board had a discussion around the recommendations and service responses linked to the recent Tenant Scrutiny Board inquiry into the environment of estates. They were also advised that the Tenant Scrutiny Board were in this municipal year undertaking an inquiry into the East Leeds Repairs Service, which is expected to conclude in March 2017 and a working group from the Board were also looking at Lettable Standards that should be able to report by January 2017.

The Chair presented the Housing Leeds annual report which the Chair noted the Board are prominent in it.

The Chair noted as part of the Boards review of our recommendations of Environments of Estates another walkabout has took place in Cottingley and along with the one that took place in Rothwell in September. The board will discuss at the November meeting the changes they have noticed since our report was acted upon.

The Chair also discussed the December 6<sup>th</sup> conference in Leeds City centre on Tenant Scrutiny. Members were given the details for this and asked to let Lee Ward know if they are wishing to attend before 14<sup>th</sup> November.

## **23 Scrutiny Inquiry - East Leeds Repairs**

The Chair asked the Planners to explain their roles. They explained their role as responsive planners on a daily basis is to receive orders and appointments for operatives and go through, check UDCs that operatives will be safe or if any special requirements are needed, deal with emergencies and arranging plastering, bricklaying orders and also sub-contractors. Planners also take phone calls from operatives if jobs are bigger than planned, deal with Councillors and member enquiries, attend meetings and tenant forums.

### **The following questions were asked by the Board members**

#### **Are tenants ringing in via the Contact centre?**

The Planners explained tenants can call direct as Leeds Building Services have a small telephone team to chase existing repairs or if repairs are not done correctly at the time, or where there has been a no access to the property and a tenant is calling to rebook.

The Chair asked if a tenant still has problems with a repair which has been reported and the operative has carried out the work can they call you after a repair, to which the Planners confirmed was correct.

The Planners also explained there is a recorded message at the Contact Centre which asks tenants if they are reporting a new repair or if they are calling about a repair already reported. This can mean tenants inadvertently coming through to the smaller telephone team and can mean tenants report first time repairs.



The Chair asked would the Contact Centre know you have raised the repair?  
The planners replied that they would only know if they checked the system.

**We are aware East Leeds has a high number of high rise flats. Does this make dealing with repairs more complex compared to the other areas?**

The Planners responded by saying high rise properties do cause difficulties as a repair which is reported can affect more than one flat in the block.

**How do you get communal repair reports?**

It was explained that Cleaners, Housing Officers, operatives and also tenants themselves. Communal repairs are sometimes picked up from annual home visits.

**When a tenant in East Leeds reports a repair via the contact centre does the system treat it in the same way as it would were the tenant in West or South Leeds?**

Regardless of where the order is sent we still have the same priorities and policies and procedures regardless if Mears are carrying out a repair or Leeds Building Services.

**Do you receive complaints about repairs and how do you deal with them?**

We have a complaints team which are based at Navigation House. They administer them and send them out to officers for investigation. The timescales are 10 days for a stage 1 and 15 days for a stage 2 complaint.

If a complaint is received, Leeds Building Services will contact the tenant, and where the complaint relates to poor workmanship we arrange wherever possible try and resolve it there and then to prevent the complaint escalating to stage 2. We don't want complaints to Stage 2 or the Ombudsman and so it is important to resolve them as early as possible. Some complaints are informal which we try and resolve.

SJ explained if we are at fault we use it as a learning outcome but noted that sometimes tenants try to gain the system through complaints and we have to watch for this.

**Do you get a large number of stage 2 complaints?**

SJ explained that he and other managers deal with stage 2 complaints and on average receive 4 a month. SJ explained that in the context of 1000 repairs a week this seems a good number. SJ explained any learning outcomes go into service improvement plans.

SJ gave an example of a complaint of a leak going from one property into another. Often where access is difficult operatives have to attend out of hours in order to catch tenants especially if they are working. SJ explained even doing this it still can be difficult to gain access and where this is the case we have to do a 24 hour forced entry and this is time consuming, and tenants want a quick resolution especially in multi storey flats.

**What areas have the most complaints?**

SJ explained this is a difficult question. One issue is bricklaying as it is difficult to recruit staff as our salary rates are not as competitive as the open market and complaints come through as timescales for jobs elapse. However there is a wide variety of complaints and Simon Jarman offered complaints across Leeds Building Services from the Complaints Team for the next meeting.

**How do you assess and determine resource levels, for example materials and operative time allocation required in order to deliver repairs?**

Each appointed job is given half hour slot so Leeds Building Services are looking to increase this to 45 mins or an hour. This causes problems as it is clear they cannot do some appointment in that timescale. Leeds Building Services use general SOR codes whereas Mears use a specific SOR code which has a specific time allocated to the job.

The Chair asked if an operative go outs to a job, and sees the job will take more than half an hour, does the operative has to report this back to the office. SJ noted this was correct and it links back to authorisation levels and possible recharges to tenants. It was explained that officers can only raise basic repairs to an allotted amount. Where an operative cannot do a job in the allocated time then Leeds Building Services will look into it to identify that the repair was not down to wear and tear.

A discussion was held around orders that come through being incorrect. The Planners confirmed that some officers raise orders to the incorrect code to bring the order forward quicker. This is further complicated because on the system the description for a job is only two lines. This then causes conflict when an operative attends a job as tenants expect it to be completed there and then when it can't be.

**Question asked about what training is being done**

SJ liaises with the client side and others who attend Contact Centre meetings but high turnover of contact centre staff causes issues. Other issues are housing office staff especially new starters as they are not given any formal training and given immediate access to the order raising system. To try and help Housing Office staff Leeds Building Services have a dedicated line for Housing Officers to ring if they need advice.

**Question asked about different heating system in properties.**

An instance was given where tenant says explains to the call centre operative the property has gas but this is only into the building in the boiler house. The contact centre doesn't know what heating system every block in the city has and so do they have and so do they have information to help guide them? The Planners explained they do have this information n on the system via UDCs but they are not looking for this information.

SJ spoke about having a dedicated team to deal with Leeds Building Services repairs and that Housing officers would not be able to raise orders. However

any option will have an impact on service users, but this is an option that has already been looked at.

JG asked what the team do if they are not taking repeat calls. Often the team get no access calls and so are dealing with this but also deal with any calls about recalled jobs.

**Shouldn't operatives call ahead before arriving at a job?**

SJ explained this has been discussed with operatives and is something that is encouraged. There is an issue where the Contact Centre and Housing Officers don't put the correct telephone numbers on the system or don't update them which causes problems but it was acknowledged some tenants don't pass new telephone numbers on. Planners try to avoid this by double checking with tenants their up to date contact number when raising or discussing a repair with the tenant.

**How easy is it for you to plan and distribute work to operatives and sub-contractors in order to ensure service targets are met?**

On paper it is quite easy to do this as all jobs are divided into 30 minute slots. However, emergencies come in which mean this then becomes more difficult as this has to be factored in. However responsive maintenance means unexpected things happen.

JG asked how much is done in house compared to having to sub contract? Roughly 30% of work is sent to sub-contractors at the moment but all sub-contractors have to go through a procurement exercise which covers both cost and quality. Random post inspections are carried out on 10% of jobs and also on high value jobs.

**How do you deal with customers on who have specific requirements related to individual tenants needs?**

Planners explained they check UDCs for various notes such as tenants being bed bound so they have a key safe location, or knock loudly on door, language barriers. JG asked if this information has been input already. The Planners confirmed it is and a Planner would only add further requirements onto the system if they are told. However there are some instances where tenant requirements are logged against the property rather than on the person which causes issues if a tenant moves onto another property as these notes do not move with them.

**Is there anything in place within systems to monitor and proactively report on outstanding repairs?**

Planners explained they can search for outstanding repairs or ones which will hit target in a number of days but as much as possible we try to make appointments. Bricklaying and plastering are the only jobs we don't appoint as these have 60 day appointments.

**How do you find using the IT systems impacts or benefits your day to day role? Can you think of any improvements?**

SJ explained at present a system used is called SVS which is no longer supported by the company which created, however the service is looking towards using Direct Works. In last few weeks the team have been doing a lot of PDA training so that when this new system is rolled out we can remove inputting of timesheets manually.

JG asked about PDAs – how do they get feedback on a repair? SJ explained that at present we don't do questionnaire whilst the operative on site, however after 4pm the repeat call team then do random sampling and call tenants to obtain feedback. This feedback then goes into internal meetings and service improvements. SJ stressed that PDAs are predominately used for operatives to gain work so they don't have to come into the office to get work, meaning they can start immediately on site. JG asked can the operative then ring in and then say off to next job. SJ confirmed this is the case and will then send the operative on the most eco-friendly route which will also alert the tenant to the fact the operative is on the way to their property.

### **Are there any barriers that prevent you from doing your work effectively?**

SJ noted an issue is poor order raising. If appointments are booked up some staff abuse the emergency system. Also orders are raised to the wrong trade. Planners were also in agreement to this and if the quality of orders could be improved then this would save a lot of time and improve customer service.

### **Other Comments**

SJ explained after 5pm an Out of Hours team come into action. This team deems repairs which come through if they are an emergency or not. If it is we have 2 plumbers and 2 joiners and also electricians who can go out to jobs. They also have a backup supervisor if needed to go out to properties. SJ explained that most orders during the night are fairly simple. All operatives have van stocks so that this helps complete jobs and in some cases operatives do return on a Saturday rather than wait until following Monday if a call comes in late on a Friday. However in some cases emergency orders then have no one at the property to allow access, however the majority of orders raised out of hours are legitimate.

The current system which is being used shows that jobs look to be failing their target but this is not the case because data was not input onto the system. SJ explained that since the summer he has implemented new ways of inputting to make sure target dates are input and work is marked as completed. However this has had a knock on effect of creating more work, whereas if we have the Total Works system this wouldn't be an issue.

The Chair thought if all the Board could attend the demonstration of Total Works would help. SJ also offered to the Board the opportunity of visiting Leeds Building Services which may be useful after visiting the contact centre. JG asked SG to work on the location of where the demonstration could be carried out.

The Chair enquired if any feedback had been received from Simon Costigan in relation to budget allocation. SG is liaising with Housing Leeds to see if it can be provided to the Board.

#### **24 Lettings Policy Review - Draft Feedback**

The Chair explained that various Scrutiny Boards are sending in their submissions in response to the Lettings Policy review, and this was Tenant Scrutiny Boards opportunity to give their comments. The report was presented to the Board for their consideration.

The Chair said the Board must be aware of changes that may arise after the publication of the Housing and Planning Act and that a caveat should be put in place as this may change some of the comments.

The Chair suggested that a link is kept between the Council and Housing Associations and that this should be included in the report as the Board feel this is important.

**RESOLVED** The Board agreed with the content of the report subject to the addition of a caveat around the Housing and Planning Act and the Council/Housing Association link and resolved that the Board give the Chair permission to review this once the additions included and then formally submit as part of the review.

#### **25 Administration of Tenant Scrutiny Board**

The Chair introduced this item and explained that at the time when Sharon Guy and Lee Ward replaced Democratic Services, it was agreed there would be a review in six months' time.

The Chair noted that some Board members were absent but explained there could be potential disruption to the Boards work if a decision was not reached. The Chair stated that in his experience since the administrative changes there had not been an impact on the Boards independent status. The Chair also reminded Board Members of the need to consider value for money in all elements of the Boards work, including the use of officer time. It was noted that there had previously been 4 officers supporting the Board which didn't represent good value for money. Board Members agreed this was not appropriate.

The Chair discussed the report in detail and asked Board Members for feedback on the proposed changes. The Board noted some anxiety around the writing of the final report. The Chair gave an example of the Boards independence where he writes his report based on his own notes which are made after each meeting and would gather them together towards the end of the inquiry and this is how the Boards report recommendations are created. Everything is done through the Chair. The Chair assured the Board the report is not done by Housing Leeds. The Chair also suggested there could be a small group that work on the report this time.

The Chair explained the Board would be supported by the Tenant Involvement team and not Housing Leeds.

In his closing remarks the Chair informed the Board of his need to remain neutral on this matter and sought feedback on the report.

**RESOLVED** The Board resolved unanimously to make a decision at this meeting rather than wait until March but the Chair noted in this instance to prevent any accusation of leading Board Members, he would not advise members how to vote. The Chair noted that the Board was quorate and could make the decision today.

**RESOLVED** The Board resolved by vote to retain support from the Tenant Involvement Team rather than return to Democratic Services.

**RESOLVED** The Terms of Reference to be revised and reissued to Board Members to take into account the formal change to arrangements.

## **26 Date and Time of Next Meeting**

Wednesday 30<sup>th</sup> November 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)



Report author: Sharon Guy  
Tel: 07891 273581

**Report of Scrutiny Officer**

**Report to Tenant Scrutiny Board**

**Date: 30<sup>th</sup> November 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 papers<sup>1</sup>**

4.1 None used

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<sup>1</sup> 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**

**Report to**    **Tenant Scrutiny Board**

**Date:**        **30 November 2016**

**Subject:**    **Update on Estate Standards 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 Boards inquiry in 2015/16 municipal year focused on Estate Standards.
- 1.2    The report from Tenant Scrutiny Board was agreed to be implemented by Housing Leeds with the Board requesting an update on progress in six months time.

## **2.0    RECOMMENDATIONS**

- 2.1    The Board is requested to receive the update on Estate Standards and raise any questions with the manager in attendance for this item.

## **3.0    BACKGROUND DOCUMENTS<sup>1</sup>**

- 3.1    None.

<sup>1</sup> 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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Position Status Categories

- 1 - Stop monitoring or determine whether any further action is required
- 2 - Achieved
- 3 - Not fully implemented (Obstacle)
- 4 - Not fully implemented (Progress made acceptable. Continue monitoring)
- 5 - Not fully implemented (Progress made not acceptable. Continue monitoring)
- 6 - Not for review this session

**Desired Outcome – Assurances that the ‘One Council’ approach is operating at estate level**

**Recommendation 1** – That the Tenant Scrutiny Board review in September 2016 progress made towards service harmonisation and implementation of the ‘one Council approach’

**Position April 2016**

- Harmonisation ongoing

**Current position:**

- Procedure Harmonisation completed and implemented ( see rec 2)
- Team Leaders in Housing , Localities , Parks and Civic Enterprise Leeds are in regular communication and working on Joint Local Action Plans on tackling Estate Management Issues
- Housing Officers represent other services during Walkabouts and act as a conduit for contact with other services.
- Staff from Localities working from or now based in Housing Offices in some locations for improved communication and joint working.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – An improved walkabout process**

**Recommendation 2** – That the following be considered as part of the current harmonisation project and the results of the harmonisation project be reported back to Tenant Scrutiny Board

- Better communication of the estate walkabout with greater lead in time
- Proactive campaign to increase tenant participation both at walkabouts and in other associations
- That for some walkabouts specific agencies attend at the request of housing Leeds to target particular issues
- All ward councillors and those attend at the request of Housing Leeds to target particular issues
- All ward councillors and those attending receive outcome reports following walkabouts
- All actions agreed happen within agreed timescales
- Uniform reporting template
- Use of compliment letters
- Consistent approach to enforcement

**Position April 2016**

We believe that in the majority of situations the Housing Officer can take ownership of any issues identified during the Walkabout on behalf of other council services and that stronger relationships can be built between services that result in improvements. This means in the

majority of cases having additional council officers from other services would not be necessary which makes the best use of officer time.

We also wish to consider alternative ways of identifying issues on estates that result in the same outcomes.

**Current position:**

The revised harmonised Procedure was launched officially on Monday 9th May.

**Communication**

**Annual Schedule;** is to be made available on the Housing Leeds website; direct invitations to Ward Councillors, Tenant Representatives and other interested parties to be sent at the start of the financial year by the Housing Officer.

**2 weeks prior** to the Walkabout the communications strategy includes promotional prepared by the Tenant Information Team via:

- Housing Leeds web pages
- Housing Leeds Facebook & Twitter posts
- Tenant Newsletter (quarterly)
- Posters displayed in housing offices, communal areas and other public places.
- Direct correspondence; letters and emails

**7 days prior** email reminders sent to all interested parties that have received direct invitations to attend.

**Proactive campaign to increase tenant participation**

The communication of the Estate Walkabouts schedule on an annual basis with a targeted approach 2 weeks/7days in advance of the walkabout ensures maximum participation through direct contact and promotional activity (as listed above) to encourage participation from tenants and also other interested parties e.g. owner occupiers and private residents in the community.

Better communication to increase involvement and contact between Housing Officers and tenants provides opportunity to promote participation in other associations (which are also publicised on social media/posters and in the Tenants Newsletter).

- Promoted walkabouts with our Service Improvement Volunteers
- Taking walkabouts as a theme/topic to the TARA Panel (the body representing all TARA's in the city) to raise awareness, encourage participation.

**Specific agencies attend at the request of Housing Leeds to target particular issues.**

In the majority of situations the Housing Officer can take ownership of any issues identified during the Walkabout on behalf of other council services to ensure issues are not only referred but monitored and actions chased where necessary. This means in the majority of cases having additional council officers from other services would not be necessary which makes the best use of officer time, but will be considered in specific circumstances.

**Outcome Reports**

Following the completion of the estate walkabout, the agreed actions are sent in writing to all attendees within 10 working days.

Where an estate walkabout has been completed and actions recorded but there were no other interested parties in attendance the outcome and findings will still be notified in writing to Ward Councillors and Tenant Representatives who had been invited, including photographs taken.

**All actions agreed happen within agreed timescales**

The harmonised procedure makes clear in the guidance that It is the responsibility of the Housing Officer to ensure that all actions are updated and complete within agreed timescales.

These are based on the Scoring Forms completed by all those in attendance at the walkabout.

Any outstanding issues that have not been addressed from a previous walkabout will be escalated by the Housing Officer to the appropriate service to escalate and agree new timescales for completion.

If the Housing Officer is unable to resolve the issue they will need to escalate the issues to their Housing Team Leader or Housing Manager.

### **Uniform reporting template**

The harmonised procedure includes a full toolkit to ensure consistency in assessing estate standards:

- Reporting Forms (with specific forms for multi-storey, low rise and sheltered blocks).
- Estate Standards Rating System
- Scoring Form

### **Use of compliment letters**

Where there are examples of tenants who are contributing to positive estate standards by maintaining their garden/external spaces to a good standard this can now be recognised in writing using the complimentary 'Good Garden' letter.

### **Consistent approach to enforcement**

The harmonised procedure makes clear to officers that they must ensure that prior to commencing an estate walkabout they have awareness of related tenancy management procedures, and estate management guidance, in particular:

- The Messy Garden procedure (includes clear enforcement process).
- Grounds Maintenance & Weeding Agreement

Estate Walkabouts may identify issues that are not related to the Messy Garden procedure e.g. parking issues, pests, misuse of communal areas etc. The procedure for enforcement for these types of tenancy breach is currently being harmonised.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

## **Desired Outcome – Cleaner estates**

**Recommendation 3** – That the Council introduces the best waste collection solution for individual estates, even if that results in variations across the city.

### **Position April 2016**

Recommendation Accepted – However it should be noted that the council is committed to expanding Alternate Week Collection where possible but there are some locations where an alternative to the standard fortnightly wheelie bin service is provided that best meets the needs of that locality.

### **Current position:**

Introduced an "opt in" recycling scheme in Headingley. Where residents did not "opt in" green bins were removed. Similar scheme being considered for Harehills.

Alternative Solution introduced in Beckhill Estate, Meanwood. Promoted at Beckhill Fun Day on the 28th July

Alternative waste solution introduced at Cottingley Estate.

Housing, Waste and Localities working together to try to resolve waste collection issues in a number of areas but specifically - bagged collection on Ley Lane, Armley, , waste issues and improved recycling on Butterbowl and Bawn estates, and reducing fly tipping and side waste in Burmantofts

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

**Recommendation 4**

That the Council provides more bins on estates

**Position April 2016**

**Agreed**

**Current position:**

Additional Waste bins provided in Burmantofts and Richmond Hill

Additional Litter Bins requested for Aviaries and on Ley Lane, Armley

Plans for additional bins at Rossefields, Snowdens and replacement bins on the Broadleas at Bramley

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

**Recommendation 4 continued** - Ensures the timely removal of full glass banks

**Position April 2016**

**Agreed**

**Current position:** We acknowledge the importance of glass banks to the overall recycling strategy and will work with the contractor to review collection frequencies and seek to expand the network of recycling banks.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

**Recommendation 4 continued** – Introduces more clean up days

**Position April 2016**

**Agreed**

**Current position:** Various Clean up days have been arranged and planned around the city listed below. Also city wide use of Community Payback clearing litter and other horticultural work to improve standards of estates.

Butterbowl estate April

Beckhill Estate, Meanwood – 18th May

Drighlington Clean up May

Bawn Estate – June

Wellstones – Pudsey – June

Manor Estate Rothwell – 6th July

Holbeck – 20th July ( part of Neighbourhood Improvement Approach)  
Hyde park close ST John close, Little London July 2016 -  
Ebor Gardens 25th July  
Beckhill Est Meanwood – 26th July  
Lincoln Green Shops Area – July 2016  
Lewisham Park Community Action Day July  
Duxburry, Livina and Hawkins Little London Aug 2016  
Newlands, Denshaw's and Rydal's Environmental Action day 1st Week in September.  
Alwoodley Estate – 7th Sept  
Aysgarth area – September  
Seacroft South – 22 September  
Boggart Hill/ The Rein 29 September  
Driglington Action Day 29th September

**Planned Clean up days**

Gipton South – Autumn  
Rookwoods – November  
Wortley - Heights Drive  
Cottingley Estate – Autumn  
Harrop Clean-up Day 2nd Week in October  
Hepworth's & Williams Street Action Day 2nd Week in November  
Moorland Crescent Clean up December

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Cleaner estates and better educated residents on the issue of waste**

**Recommendation 4 continued** – Undertakes an education campaign to raise variations across the city

**Position April 2016**

**Current position:** All departments working on various education / information campaigns  
Promotion of “one piece of rubbish” campaign on Facebook  
Clean Leeds campaign,  
Keep Harehills Tidy Campaign

Promotion of Key Waste Management messages, via bin stickers, Council Tax bill inserts, Roadshows, Digital and Social Media, a new Leedsbin App, Education programmes at the RERF Visitor Centre,

- Put the right thing in the right bin to provide good quality recycling;
- Remember your bin days and what can be recycled and where;
- Recycle for Leeds so your waste can be made useful again;
- Saving money on waste disposal can safeguard vital local services.

All Housing Officers Trained on providing recycling advice and waste management at RERF.

Housing using Facebook and Twitter e.g. improve issues caused by improper disposal of household rubbish / waste in Burmantofts.

Pilot Recycling Incentive Scheme to a number of high rise blocks in the city.

Housing - information and education campaigns planned for quarter three on Ley Lane, the Raynville blocks and the Clyde and Wortley blocks and Heights Drive

Joint working between Housing and Waste on education to residents in the Beeston and Holbeck following introduction of AWC  
Plus residents of low rise flats throughout Inner South

Education project with residents of Alderton Blocks in Alwoodley on waste management and recycling.

Education project with Housing and Waste targeting 2 bedroom flats regarding waste management, ensuring all have appropriate bins and what each is used for. Plus more general work in Middleton following roll out of AWC.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Improved appearance of gardens**

**Recommendation 5** - That appropriate enforcement action is taken to ensure tenants fulfil their tenancy agreement with regards to the upkeep of gardens.

**Position April 2016**

**Current position:** The Messy Garden procedure (includes clear enforcement process) has been harmonised and rolled out to all teams.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Improved knowledge of tenants as to their responsibilities**

**Recommendation 6** – That the responsibilities of tenants with regards their gardens are clearly communicated, particularly during pre-tenancy training.

**Position April 2016**

Tenant responsibilities for gardens are outlined during accompanied viewings, signing the Tenancy Agreement, New Tenant Visits, Annual Home Visits and specific contact and communication with tenants when the standard of their gardens fall below acceptable levels.

**Current position:**

Pilot Pre –Tenancy Training – Planned from December 2016.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome – Providing tenants with the tools to keep their gardens neat and tidy**

**Recommendation 7** – That Housing Leeds encourages and facilitates the start-up of tool bank schemes

**Position April 2016**

Historically Tool Banks have not been sustainable.

**Current position:**

Love your Garden project in Middleton proposed with Health for All. To explore how we can continue to support and learn from the model so that we can roll out to other areas as the new sustainable toolbank model.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*



**Desired Outcome – A better understanding by tenants of what is achievable and within what timescales**

**Recommendation 8** - That greater publicity be given to the constraints faced by the Council in terms of grounds maintenance.

**Position April 2016**

It is proposed that an e-leaflet (pdf file) is produced setting out what grounds maintenance works are undertaken and the constraints on these as explored by the scrutiny board. The use of an e-leaflet approach will be low cost and allow the information to be placed on the council's website for tenants to access and can be highlighted in newsletters etc. It would also be available for local housing staff to print for those requesting a hard copy format and would act as a common reference guide to officers and other stakeholders

**Current position:**

Leaflet completed and distributed to Housing Teams

**Additional Actions**

- FAQ document produced by Forestry on Tree Management
- Housing now receives a monthly report on tree work progress
- Housing receives weekly report from Parks regarding grassed areas not cut and reasons.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome - Up to date map**

**Recommendation 9** – That Parks and Countryside in liaison with Housing Leeds proactively identify those areas 'not on the map' and action accordingly

**Position April 2016**

Unmaintained land frequently identified during Walkabouts, Estate Inspections and during routine visits to estates. While the land is question is often mapped and included in the Grounds Maintenance contact to be maintained but the problem may often be that grass cannot be cut for other reasons such as fly tipping that has not been removed access issues or blockages such as vehicles blocking access.

Housing and Locality teams receive a weekly report from Parks where grass has not been cut and the reasons for Housing or Locality Teams to resolve. Community Payback has been used in some sites to bring the area back to standard to be maintained on contract.

It is important to note that a level of due diligence is required before instructing works to ensure that the land is in public ownership. When land is found to be in private ownership then action is considered using formal enforcement powers to undertake minimal maintenance to prevent public nuisance e.g. where vegetation impacts on the highway.

**Current position:**

Position has not changed

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*

**Desired Outcome - Improved garage policy**

**Recommendation 10** – That Housing Leeds reports back to Tenant Scrutiny Board back on

any recommendations and or proposed policy changes following its review of garages.

**Position April 2016**

Review ongoing

**Current position:**

- All garage sites have been inspected and rated regarding their condition and sustainability
- Empty Garages on sustainable garage sites are being advertised for reletting
- Option Appraisals need to be undertaken on other sites for possible investment and improvement, demolition or possible redevelopment opportunities.

**Additional Actions**

Garage Procedures Updated

- Updated clear procedure on garage tenancies and allocations
- New revised Garage Arrears Letters and new Garage Site Arrears Letters
- Revised Tenancy Agreement for both built garages and garage plots
- Garage waiting refreshed and updated.
- Promote and market garages better and raise tenant awareness.

**Position Status (categories 1 – 6)** *This is to be formally agreed by the Scrutiny Board*



Report author: Sharon Guy
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Tel: 07891 273581
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**Report of**    **Housing Manager, Tenant Scrutiny**

**Report to**    **Tenant Scrutiny Board**

**Date:**        **30 November 2016**

**Subject:**    **Lettable Standard Update**

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 Board made a decision in August to set up a project group to review the Lettable Standard.
- 1.2    This report gives an update to the Board on their work so far.

## **2.0    CURRENT PROGRESS**

- 2.1    The project group have met twice with Officers of Housing Leeds.
- 2.2    The first meeting was held with the Voids Service Manager and the second with a Lettings Team Leader representing the Housing Management side of the process. In addition, the project group will view some void properties at the ready to let stage, to observe if the lettable standard has been met.
- 2.3    The group asked both officers a number of questions to gather information on how the lettable standard was implemented.
- 2.4    The project group has also carried out ready to let checks with a checklist based on the Lettable Standard to ensure this was being met. The full findings from these visits will be fed into the final report which will be issued to the Board in February.
- 2.5    The group visited four properties, two in South Leeds and two in West Leeds. There was a mixture of different property types in different estates and included a low rise flat, a house, a bungalow and a multi storey flat. These were properties which had been returned to Housing Leeds from the contractor as being ready to let to tenants.

2.6 The standard of the properties were measured against the Ready to Let booklet. Whilst two of them met the standard, one meeting the majority of the standard, the final void did not meet the lettable standard and required more work.

2.7 Whilst the findings and recommendations will be in the final report produced by the group, initial some concerns held by the group concern the number of smoke detectors installed in some properties and also that tenants should have a basic checklist to mark off so they can judge the property before they move in.

### **3.0 RECOMMENDATIONS**

3.1 The Board are requested to receive a verbal update from the project lead Board Member on the Lettable Standard.

### **4.0 BACKGROUND DOCUMENTS<sup>1</sup>**

4.1 None.

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<sup>1</sup> 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
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Tel: 07891 273581
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**Report of**    **Housing Manager, Tenant Scrutiny**

**Report to**    **Tenant Scrutiny Board**

**Date:**        **30 November 2016**

**Subject:**    **Questionnaire for Councillors on East Leeds Repairs**

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    As part of the Boards inquiry into East Leeds repairs, there is a consensus to ensure as wide as possible range of views are received to help understand the service from the actual service users.
  
- 1.2    This report presents a questionnaire which will allow Councillor opinions to be received.
  
- 1.3    It should be noted this questionnaire will only be distributed to Councillors in the East Leeds area where Leeds Building Services is provided.

## **2.0    RECOMMENDATIONS**

- 2.1    The Board are requested to receive the questionnaire for Councillors and offer any thoughts or amendments which need to be considered for inclusion.

## **3.0    BACKGROUND DOCUMENTS<sup>1</sup>**

- 3.1    None.

<sup>1</sup> 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.

## **QUESTIONNAIRE FOR COUNCILLORS**

1. What's your experience of repairs based on tenant feedback received
2. In your experience do you think the repairs service easily accessible
3. In your experience, do you think Housing Leeds communicate effectively with tenants in regard to responsive repairs
4. In your experience do you think that repairs carried out in a timely manner
5. In your experience are responsive repairs carried out to a good standard?
6. What would you like to see in future in order to improve the responsive repairs service to tenants?



Report author: Sharon Guy

Tel: 07891 273581

**Report of** Scrutiny Officer

**Report to** Tenant Scrutiny Board

**Date:** 30 November 2016

**Subject:** East Leeds Responsive Repair Questionnaire to Involved Tenants

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 As part of the Boards' evidence gathering, Tenant Scrutiny Board agreed a questionnaire to all involved tenants and Councillors in East Leeds would be appropriate.
- 1.2 In the Boards previous inquiries this approach has been the most effective way to ensure that a wider audience views are consulted.
- 1.3 The questionnaire would be sent to East Leeds Councillors, all residents groups who have email addresses, Service Improvement Volunteers; (on the basis they live in East Leeds).

## 2.0 Recommendations

- 2.1 The Board is requested to consider the questions based on the survey and raise any amendments to the questionnaire as required.

## 3.0 Background documents<sup>1</sup>

- 3.1 None

<sup>1</sup> 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.

**QUESTIONNAIRE TO EAST LEEDS INVOLVED TENANTS ABOUT THE RESPONSIVE  
REPAIRS SERVICE**

**KEY SERVICES**

No.	Question	Response options				
	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	How satisfied or dissatisfied are you that your Landlord listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied

**RESPONSIVE REPAIRS**

	Have you had any repairs to your home in the last 12 months? <b>If YES, go to Q...</b>	Yes	No
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Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?						
	The ease of reporting your repair	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The accuracy of the repair ordered	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The speed of completion of the work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The overall quality of work	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The repair being done 'right first time'	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	How good or poor is your heating and insulation at keeping your home warm in the winter?	Very good	Fairly good	Neither	Fairly poor	Very poor

**YOUR COMMENTS**

	Is there anything else you would like to say about the repair service Housing Leeds provides?	
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