

APPENDIX 1

Briefing note for Scrutiny Board 14 October 2014

Tenant Inspectors.

Tenant Inspectors have been utilised across the city but predominantly in the West. Feedback from both staff and tenants confirms that it has enhanced the service and given tenants a voice in shaping the service in an alternative way.

The question of the future of tenant inspectors has been raised, due to the Almos' now returning to LCC and the whole of the tenant and community involvement team structure being redeveloped.

Housing Leeds is committed to the continuation of the tenant Inspector role. We see this as being another promoted option on our menu of involvement that we wish to develop. We want to give all tenants the opportunity to become involved and to create a city wide pool of inspectors. However it is appreciated that some tenants may wish to only operate in their own locality. Options will be in place as to how much involvement takes place.

As we currently have some very experienced tenant inspectors, we hope that they would also like to become involved in training and developing new inspectors.

We would like tenant inspectors to be approached from a wide range of sources for work they undertake. E.g. HAPs, local teams, housing offices and scrutiny. We will ensure that we advertise their availability and explain what resources and options are available. For example it may be that some inspectors wish to play a low profile role and that they may wish to just be 'eyes and ears' and report back through an agreed mechanism on what they see and hear in their local communities. We would expect this to be informing of positive and negative news.

What work the tenant inspectors do, will need to be revisited both from their suggestions and those of the services. If we continue with environmental

grading of say multi blocks, we may wish to extend this to low rise and have a consistent marking option for both types. We would like to see close working relationships with Mears and the general repairs service. Void inspections have always been important and brought about many recommendations.

Walkabouts will be arranged by the local offices and a timetable of these can be made available for inspectors. Reality checking would be another useful task for inspectors to undertake; feeding back to us as and when they themselves interact with the service through the course of their own tenancy.

The restructure is very near to completion and we will arrange a meeting to discuss the options available and way forward with the current tenant inspectors in more detail. We will also be available to introduce new officers who will be involved in the coordination of this project.

We have recently renewed our subscription to TPAS. (Tenant participation Advisory services). They offer a helpline and training and these services would be available to tenant inspectors independently or as part of Housing Leeds.

Over the next year a new Customer Contact Platform will be introduced. This will replace some of our ICT systems and enhance other ones. One of the facilities will be to be able to upload information and pictures and pin it to a location and send it on the relevant service. If we can make ICT equipment such as cameras, ipads or mobile phone technology available to inspectors this would be another enhancement to the service they could potentially offer to us.