

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 13 November 2014

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 the October Board meeting, Board Members asked the following questions:

- Why is there no percentage target for Decent Council Homes?
- Why is there no percentage target for rent loss from voids?
- Why is there no percentage target for complaints satisfaction and no date for August?
- Why is there no target for independent living satisfaction and clarification regarding the source of the data?
- Clarification regarding the percentage of complaints responded to within 10 working days, i.e. is that acknowledgement of the complaint or resolution?

1.2 To support the Board's ongoing inquiry work, Board Members also requested information and data in relation to Annual Tenancy Visits.

1.3 A copy of the responses to the above questions and requests for information will be provided to the Board in advance of the meeting.

2.0 Recommendations

2.1 The Board is recommended to note the responses provided in relation to the questions and requests for information set out above.

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.