

## **Notes of meeting with Housing Management at Leeds Civic Hall on 3 December 2014 at 9.00am**

### **Present:**

- John Gittos, Chair of Tenant Scrutiny Board (JG)
- Barry Stanley, Vice Chair of Tenant Scrutiny Board (BS)
- Liz Cook, Chief Officer (Housing Management) (LC)
- Mandy Sawyer, Head of Neighbourhood Services (MS)
- Amanda Britton, Service Manager (Tenant and Community Involvement) (AB)
- Sharon Guy, Housing Manager (Scrutiny and Customer Relations) (SG)
- Peter Marrington, Head of Scrutiny and Member Development (PM)
- Guy Close, Governance Officer (Scrutiny) (GC)

### **1. Welcome and Introductions**

Officers and Members of Tenant Scrutiny Board briefly introduced themselves to all those in attendance at the meeting.

### **2. Key areas of discussion**

The key points of discussion arising from the meeting were as follows:

- LC advised that 48 housing officers and 25 housing assistants had been appointed as part of the Housing Leeds restructure. There were currently 24 housing officer vacancies and 17 housing assistant vacancies.
- JG queried the impact of the restructure on the Board's inquiry into Annual Tenancy Visits (ATVs), particularly the resources that had been allocated, changes to patch sizes and personnel. LC emphasised the importance of using ATVs to develop effective relationships between landlord and the tenant.
- LC advised that ATVs were used to help better understand customer needs, support tenants manage their property and ensure good customer satisfaction.
- In response to a query, MS agreed to provide a written response to the questions submitted by the Chair and Vice Chair of Tenant Scrutiny Board as part of the Board's ongoing inquiry work. It was also agreed that the responses be included as part of the agenda pack for the December Board meeting.
- In relation to tenant questionnaires it was agreed that there should be greater focus on encouraging responses from tenants that had received an ATV in the last 12 months. SG agreed to follow this up.
- Acknowledgement that there was a need to publicise the benefits of ATVs to tenants. A name change to ATVs was suggested, which the Board was asked to consider.
- Acknowledgement that there was a need to widen membership of the Tenant Scrutiny Board to ensure that it was more representative of tenants from across Leeds.
- The important role of the Board in helping to shape service improvement.
- Exploring opportunities for Board Members to get to know each other in a more informal setting, e.g. through workshop sessions.
- Development of tenant inspectors and informing the work of tenant scrutiny.

- A suggestion that the Chair and Vice Chair of Tenant Scrutiny Board attends the next meeting of Scrutiny Board (Housing and Regeneration) on 9 December 2014. PM agreed to raise this with Councillor John Procter, Chair of Scrutiny Board (Housing and Regeneration) and report back with a response. It was noted that a general invitation existed for all Board Members to attend meetings of Scrutiny Board (Housing and Regeneration).
- PM suggested that Councillor Peter Gruen, Executive Member (Neighbourhoods, Planning and Personnel) be invited to attend a future meeting of Tenant Scrutiny Board. PM agreed to report back with details of when Councillor Peter Gruen was available to attend.
- JG suggested that consideration be given to holding future Board meetings in a more informal setting. LC suggested the Leonardo building. PM agreed to report back with details of meeting room availability.
- The importance of recommendation tracking, particularly in terms of holding directorates to account.
- Utilising feedback from the STAR Survey to help inform the Board's work programme.

(The meeting concluded at 10.30am.)