

Report of the Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 6th January 2016

Subject: Scrutiny Inquiry - Environment of Estates

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 This is the Board's fifth session looking at the Environment of Estates. At the last meeting it was agreed that a questionnaire would be sent to all tenant and resident groups, the 11 Housing Advisory Panels and 37 Service Improvement Volunteers. This questionnaire would focus on estate walkabouts and estate inspections. A copy of the agreed questionnaire is attached as Appendix 1. A link to the online version can be followed here.

<https://consult.leeds.gov.uk/KMS/elab.aspx?noip=1&CampaignId=959&SessionId=H8SUWY5GDX>

Because of the Christmas period officers are allowing four weeks for response rather than the usual two weeks. It is hoped that officers will be able to provide a verbal update at the meeting and a more detailed analysis in February.

1.2 The Board at its last meeting also discussed the reporting of issues by tenants and how this was managed. It was agreed therefore, for the sake of completeness, that the Board would invite the relevant officer(s) to today's meeting to gain an understanding to how the City's Contact Centre operates and its relationship with Housing Leeds.

2.0 Recommendations

2.1 The Board is requested to

- (i) Discuss with officers any emerging issues arising from the questionnaire

- (ii) Receive information from officers in relation to the operation of the Contact Centre
- (iii) Agree the next steps in the Inquiry.

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.