

**Report of Head of Scrutiny and Member Development**

**Report to Scrutiny Board (Environment and Housing)**

**Date: 12 January 2016**

**Subject: Effective lettings and tenancy management**

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

**Introduction**

1. At its November meeting, the Environment and Housing Scrutiny Board received a detailed report on proposals to strengthen housing management and lettings policies and procedures in order to achieve sustainable tenancies and communities. A further copy of this report is appended for ease of reference.
2. In summary, the proposals included changes to the lettings policy - implementing a separate transfer list for current tenants and moving more towards a need based approach for assessing eligibility for sheltered housing. The proposals also included a review of local lettings policies, to introduce community lettings policies which sought to simplify age related policies and place greater focus on tenancy records. To support the lettings policies it is also proposed that tenancy management procedures are strengthened to support the effective management of tenancies, with some new practices being implemented, e.g. pre-tenancy training, case conferencing.
3. A brief overview of the key issues raised by the Scrutiny Board during its November meeting is set out below:
  - The Board discussed issues surrounding the behaviour of tenants and asked the department to provide clear guidance for all managers about taking past anti-social behaviour into account. The Board also requested some examples of cases to illustrate how this works in practice.
  - The Council's responsibility to support tenants with different and sometimes challenging needs, the need for early intervention and signposting tenants to the

right agencies. It was noted that a review of housing related support was due to be undertaken.

- A suggestion that issues arising from estate walkabouts are also factored into the tenancy management process.
- The Board welcomed the proposed delivery of pre-tenancy training and suggested that such training could also be extended to existing tenants where appropriate.
- The challenges in ensuring the right balance of housing provision across the city, particularly in terms of an increased demand for the younger population.

4. The Scrutiny Board requested to receive a further update on progress with developing detailed policy proposals at its January meeting, prior to being presented to Executive Board in February 2016. This update will be provided by the Chief Officer (Housing Management) in the form of a presentation during today's meeting and will cover the following areas:

- Outline proposals in development
- Update on progress with developing detailed policy proposals
- Outline proposed consultation plan
- Awareness of Political, Economic, Social and Technological factors – Housing and Planning Bill

5. Feedback from the Scrutiny Board will inform the report to Executive Board in February 2016.

### **Recommendation**

6. Members are asked to consider and provide feedback on the information presented by the Chief Officer (Housing Management) during today's meeting.

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

7. 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.