

TENANT SCRUTINY BOARD.

WEDNESDAY, 29TH JUNE, 2016

PRESENT: John Gittos in the Chair

Sallie Bannatyne, Olga Gailite, Maddy Hunter, Peter Middleton, Roderic Morgan and Jackie Worthington

10 Late Items

There were no late items.

11 Apologies for Absence

Apologies for absence were submitted from Christine Gregory and Michael Healey.

12 Minutes - 1st June 2016

RESOLVED – That the minutes of the meeting held on 1st June 2016 be approved as a correct record.

13 Chair's Update

The Chair held a meeting with Sharon Guy to discuss agenda planning and recruitment. The Chair explained a letter had been received from Mr Mann in relation to the Environment of Estates inquiry. Mr Mann has been informed a response will be provided in due course from the Board.

The Chair attended Environment and Housing Scrutiny meeting, and advised they are considering their work programme for the coming year. It was explained that the difference between the two Boards is; Environment and Housing undertake themed projects throughout the year, for example, the implications of the Housing and Planning Bill, void turnaround times, and community safety whereas Tenant Scrutiny undertake specific inquiries.

14 Lettings Policy Review

Kath Bramall, Housing Manager presented a report on the Lettings Policy review. It was explained that the driving force for the review, was the inconsistent application across the city. The purpose of the review is to harmonise and to achieve consistency. Kath explained that Housing Leeds have undertaken wide consultation, including Member information sessions, attending Community Committee meetings and also tenant consultation with resident groups. The Board were advised that the consultation period is to be extended until the end of July in order that a wider collection of views can be sought.

The Board were presented with the consultation document with the questions being asked as part of the review.

The Board asked how the policy would work in future, especially in regard to visiting applicants before they are offered a property to confirm good tenancy details. It was explained that Housing Leeds take into account the history of the tenancy and would also consider information previously gathered at the annual home visit. Kath explained that the review will consider if a new approach is better than the one currently used.

The Board enquired what impact using employment policies would have on those who may be unemployed, or tenants suffering ill health. Kath explained that employment policies are used in a small number of lets but explained there is an advantage to offering this approach in some areas, where they are accessible for transport. It also helps to try and dispel the impression Council housing is only for those on benefits.

Sally Bannatyne commented that this presentation was more generalised compared to previous ones she had heard where information provided was more specific and definite, and that certain groups of people would be allocated certain blocks. Kath explained that the approach has changed, as consultation has progressed to ensure all factors are considered.

The Chair asked what happens in instances where properties are demolished and properties rebuilt, would the tenants who have moved out be offered a 'new' property on completion? Kath explained this would have to be a recommendation on the report which is presented to the Director, but it has to be balanced as the properties may not be like for like and also some tenants do not wish to move back again as the build of new properties is not immediate and can take several years.

15 Performance Information

The Chair introduced Nik Carter, Performance Officer to explain areas of performance which are linked to potential future inquiries by the Board.

These were Adaptations, Voids and Repairs.

In relation to voids, Nik explained that voids have reduced, the turnaround target is 30 days, which is currently being met city wide. He also explained the satisfaction of the new home tenants are allocated is high at 89% and that 90% of tenants say that their new home has made a difference

In relation to responsive repairs, Nik provided an overview of city wide performance. Nik explained there are three performance measures which are built into the repairs contracts. Same day fixes, the target is 90% and the Council are meeting this, with East Leeds performing above this target. Repairs completed within target, Nik explained that there are varying targets for different repair types. 99% is the target for this but citywide, Housing

Leeds are at 89.55% which is good but not on target. East Leeds (which is in house contract) is at 79.92% and may be an area of interest for the Board.

The third indicator is appointments made and kept which citywide is 94.98%, in comparison performance is 89.41% in East Leeds.

Moving onto satisfaction of repairs, Nik explained the city wide target is 90%, the city wide figure for May 16 was 91.7%, in comparison to 80.7% in east Leeds.

Nik explained the adaptations performance and the targets for the various types of adaptations. It is highlighted from the performance that targets are met for non-urgent adaptations compared to urgent ones. The Chair commented that you would think it should be the other way round but asked if it was because urgent jobs are more complex, this was confirmed.

(Roderic Morgan left the meeting during this item at 2:30pm.)

16 Next Inquiry

The Chair explained that although there are some ideas for a future inquiry by the Board already presented, alternative suggestions are welcome from Board members.

RESOLVED The Chair asked that Board members provide feedback on this item within 14 days from the date of this meeting. The Chair explained a vote would be undertaken at the next meeting.

17 Publicity of the Work by Tenant Scrutiny Board

Lee Ward, Scrutiny Officer presented a report outlining the positive work undertaken by the Board arising from previous inquiries and recent publicity. Lee explained following the inquiry undertaken by the Board there had been a number of positive outcomes for tenants, which had led to service improvement and positive feedback for a number of tenants.

It was also explained that all meetings are publicised on Facebook and Twitter which will hopefully encourage others to take an interest in the Boards work.

18 Date and Time of Next Meeting

Wednesday 3rd August 2016 at 1:30pm (pre meeting for all Board Members at 1:00pm)