

HOUSING ADVISORY BOARD

Meeting to be held in Civic Hall, Leeds on
Tuesday, 2nd May, 2017 at 5.00 pm

MEMBERSHIP

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Councillor D Coupar (Chair)

Councillor J Bentley

Councillor B Anderson

Councillor A Gabriel

Councillor S Hamilton

Councillor K Ritchie

Tenant/ Leaseholder

Ted Wilson

Tracey McGarry

Jo Hourigan

Independent Representative

Timothy Woods

Matthew Walker

Andrew Feldhaus

Co-opted Member

David Glew

Chris Simpson

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 15.2 of the Access to Information Rules (in the event of an Appeal the press and public will be excluded)</p> <p>(*In accordance with Procedure Rule 15.2, written notice of an appeal must be received by the Head of Governance Services at least 24 hours before the meeting)</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-</p>	

3

LATE ITEMS

To identify any items which have been admitted to the agenda by the Chair for consireation.

(The special circumstances shall be specified in the minutes)

4

DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13-16 of the Members' Code of Conduct

5

APOLOGIES FOR ABSENCE

To receive any apologies for absence

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MINUTES - 28 FEBRUARY 2017

To approve as a correct record the minutes of the Housing Advisory Board held on 28 February 2017

1 - 12

STAR SURVEY - HEADLINE FINDINGS AND NEXT STEPS

To receive and consider the attached reports of the Chief Officer, Housing Management which provide the Board with the following:

Headline Findings

Summarises the responses to the survey and compares it to a similar survey conducted in 2014.

Next Steps

Provides an update to the Housing Advisory Board on actions taken by Housing Leeds following the STAR Survey, and in particular the following:

- The development of a STAR Action Plan, outlining how Housing Leeds intends to deliver service improvements in order to improve customer satisfaction.
- How Housing Leeds will monitor the delivery of service improvements through the STAR Action Plan.
- Plans to undertake ongoing surveys which will evidence whether service improvements are having the desired impact on customer satisfaction.
- Wider tenant engagement activity planned to increase communication opportunities with all tenants through increased digital engagement

DATE AND TIME OF NEXT MEETING

Tuesday, 20 June 2017 at 5.00 p.m.