

LANDLORD SERVICES ADVISORY BOARD

Thursday, 31 March 2022 - 10.00 am

Council Chamber, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Terry Daubney, Waverley Tenants' Panel
(Joint Chairman in the Chair)
Cllr Paul Rivers (Joint Chairman)
Cllr Simon Dear
Cllr Jacquie Keen
Gillian Martin, Waverley Tenants Panel
Danielle Sleightholme, Waverley Tenants
Panel
Cllr Michaela Wicks

1 **Apologies for absence**

To receive apologies for absence.

2 **Minutes of the previous meeting** (Pages 5 - 8)

To agree the minutes of the previous meeting.

3 **Declarations of interest**

To receive any declarations of interests under the Waverley Members' Code of Conduct.

4 **Introduction to TLF (The Leadership Foundation) responsive repairs feedback contractor**

Presentation by Chris Elliott, Client Manager, TLF, to introduce themselves and the project.

5 **Housing Asset Management Strategy** (Pages 9 - 52)

Purpose and Summary

To share the final draft version of the Housing Asset Management Strategy (HAMS) document with the Board for comment and any recommendations they wish to make to the Strategic Asset Manager and Portfolio Holder for Housing.

Recommendation

It is recommended that the Board:

- i review and make any comments on the draft Housing Asset Management Strategy
- ii request an Executive Summary of the Strategy be developed for publication
- iii recommend that the Executive approves the Housing Asset Management Strategy for adoption by the Council
- iv undertake to monitor the implementation and performance of the strategy

Reason for the recommendation

To provide Board members the opportunity to comment on the strategy, support the adoption of the strategy and to monitor the implementation and outcomes of the strategy.

Hugh Wagstaff to present

6 Housing Performance Report Quarter 3 with Key Performance Indicator Review (Pages 53 - 70)

Purpose and summary

The Corporate Performance Report, set out in Annexe 1, provides an analysis of the Council's performance for the third quarter of 2021-22.

The Housing Service performance information has been extracted for the Landlord Services Advisory Board. The full performance report can be found on the council website.

The organisation conducts an annual review of the corporate performance indicators to evaluate their continued appropriateness in the light of any new legislation or changes to organisational needs and priorities. The proposed Landlord Services Key Performance Indicators (KPIs) are set out at Annexe Two.

The report is being presented to each of the Overview and Scrutiny Committees and the Landlord Services Advisory Board for comment and any recommendations they may wish to make to senior management or the Executive.

Recommendation

It is recommended that the Board considers the performance of the housing service areas, and

- i identifies any areas for comment or further exploration,
- ii makes any recommendations to senior management or the Portfolio Holders for Housing as appropriate
- iii advises the Portfolio Holders for Housing to request HRA capital budgets are routinely reported in the Quarterly Corporate Performance Report, and
- iv advises the Portfolio Holders for Housing to approve the 2022/23 KPIs

Reason for the recommendation

The quarterly review of the Council's performance and annual review of KPIs, is subject to internal as well as external scrutiny. This approach allows for a transparent assessment on how each service performs against its set goals and targets. It also allows Board members to raise any areas of concern to senior management and the Executive, which in turn drives service improvement.

Annalisa Howson to present

7 Tenancy Review Project Update

Annalisa Howson to present a PowerPoint presentation.

8 Senior Living Consultation Progress Report

David Brown / Hugh Wagstaff to give a verbal update.

9 Work programme (Pages 71 - 84)

10 Date of next meeting