

LANDLORD SERVICES ADVISORY BOARD

Thursday, 28 April 2022 - 10.00 am

Council Chamber, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Members:

Cllr Nick Palmer (Chairman)

Cllr Paul Rivers (Chairman)

Terry Daubney, Waverley Tenants' Panel (Vice Chairman)

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 3 - 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 Ian Williams Responsive Repairs and Voids Contractor

Presentation by Kate Green, Regional Director and Kris Shepway Local Business Manager

5 Garage Briefing Note (Pages 9 - 24)

Note as requested to share information regarding the housing services garage portfolio.

6 Tenancy Review Project Update

All Tenancy Review information can be found at

www.waverley.gov.uk/tenancyreview

Annalisa Howson to delivery a presentation on the proposals for the [Tenancy Policy](#) and [Tenancy Strategy](#) and to provide a consultation update.

7 Senior Living Consultation Progress Report (Pages 25 - 28)

David Brown / Annalisa Howson to give a verbal update on progress against the action plan, circulated at last meeting.

8 **Work programme** (Pages 29 - 46)

9 **Date of next meeting**

Date of next meeting is scheduled for 26 May 2022.

LANDLORD SERVICES ADVISORY BOARD

31 March 2022

NOTES

Present:

Cllr Paul Rivers (Chairman)
Terry Daubney, Waverley Tenants' Panel
(Vice Chairman)
Cllr Jacquie Keen
Gillian Martin, Waverley Tenants Panel
Danielle Sleightholme, Waverley Tenants
Panel

Hugh Wagstaff
Andrew Smith
Annalisa Howson

Apologies:

Councillor Nick Palmer and Councillor Michaela Wicks

In attendance:

Councillor Paul Follows and three members of the Tenants Panel.

30 Apologies for absence

Apologies for absence was received from Cllr Michaela Wicks.

The Chairman advised that Cllr Simon Dear had resigned from the Board and officers were seeking a nomination for a replacement.

31 Notes of the previous meeting

The notes of the meeting held on 24 February 2022 were agreed as a correct record.

32 Declarations of interest

There were no declarations of interest submitted for this meeting.

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

The Chairman welcomed Chris Elliott, Client Manager, TLF (The Leadership Foundation). The Board were advised that TLF were managing a project for Waverley to track tenant satisfaction on repairs to their homes.

They were advised that pilot would be launched in April with a view to implement the full project in May 2022.

The Board received a short presentation introducing the Company and outlining the approach that would be taken to obtain data and present it. Data would be collected via telephone interviews and the results would be presented in a format that could be filtered. Chris Elliott advised that there would be a trigger element to the reporting process to allow housing officers to highlight and act on dissatisfaction.

Cllr Keen felt this was an exciting project but raised concern about residents who may be unable or reluctant to carry out telephone interviews. Chris Elliott advised that alternative options could be considered e.g face-to-face with housing officers or a postal version.

Cllr Rivers asked how many of the calls would be monitored for quality and was advised that all calls are monitored and the team are specialist interviewers. Chris Elliott was happy to share ISO quality standards with the Board if requested.

The Chairman asked why a numerical scale (0-10) was used rather than the very satisfied to very unsatisfied scale? Chris Elliott explained that it was found the numerical scale was found to give a better indicator. He also advised that the team measured importance against satisfaction also. E.g How important did the resident feel a polite operative was, How important did the resident feel leaving the area clean after the repair was etc.

Hugh Wagstaff highlighted that this was an action tool and not just to gather information. Improvements will be implemented from the information received.

34 Housing Asset Management Strategy

Hugh Wagstaff, Head of Housing Operations, gave a short presentation on the Housing Asset Management Strategy. He advised it was a challenging time for asset management and highlighted areas to note in the document.

- Electric checks would move to being carried out every 5years instead of 10 years.
- Records illustrate that all properties are fitted with hard wired smoke alarms.
- Seven properties will be retrofitted with energy efficient and decarbonising technology.
- Condition Surveys to be carried out on all our homes.
- Transparency - The ability to understand our homes accurately and in detail
- Transparency - To be able to share that data in real time
- Deliverability – Government funding is crucial to being able to deliver.

Going Forward:

- Servicing, retrofitting, improving and maintaining homes – difficult, risky and requires expertise
- Housing Asset Management Strategy meets challenges head on through the four key themes:
 - Understanding our service, homes, tenants and stakeholder requirements
 - Providing modern homes across the borough
 - Proactively decarbonising our homes
 - Ensuring our homes are safe and secure

The Board were advised that a shorter executive summary would be drafted and Annalisa Howson would be working on this with Peter David.

Officers were asked if Asbestos Safety Reports were available to tenants and they advised these were supplied to new tenants in their new homes pack. Should existing tenants want a copy this can be supplied. The Board were also advised officers were currently tendering for a new asbestos contract.

Danielle Sleightholme, Waverley Tenants Panel, asked if, in addition to hard wired smoke alarms, carbon monoxide alarms would be fitted and what about sprinkler systems. Officers advised that carbon monoxide alarms were a possibility but it was unlikely sprinklers would be fitted in 2 storey homes.

The Board discussed whether the supply of more senior living accommodation was preferable to adaptations to existing homes. Officers advised that the vision was to provide 'homes for life' but at the same time there was an emphasis to encourage tenants to 'downsize' when their family homes were no longer being fully utilised. The Board felt the current Senior Living homes could be modernised and expanded and pressure should be put on Surrey CC to action this.

It was noted that within the document there were a number of commitments outlined and these were welcomed.

Recommendation

The Board recommends that:

- i the Board's comments on the draft Housing Asset Management Strategy be considered
- ii an Executive Summary of the Strategy be developed for publication
- iii the Executive approves the Housing Asset Management Strategy for adoption by the Council
- iv the Board monitor the implementation and performance of the strategy

35 Housing Performance Report Quarter 3 with Key Performance Indicator Review

The Performance Report for Q3 with relation to Housing was outlined with the following areas of note:

Operations

- Development of an Orchard at Eashing Cemetery
- Enforcement notice at one of our Senior Living homes had been removed.
- First family from Afghanistan was settled.
- Performance levels were not where we want to be due to Covid but it is improving and are confident Q4 will be improved.

Delivery & Communities

- Laurel Close, Ockford Ridge – due to be handed over soon.
- Thakeham have contract to develop site C of Ockford Ridge and are looking to deliver carbon efficient homes.
- Tendering for contractor for the five sites in Chiddingfold has commenced.
- Footpath issues at Aarons Hill have been resolved and tender document for build contractor drafted.

The Board congratulated the teams on all their hard work.

The Board noted the proposed Landlord Services Key Performance Indicators set out in annexe 2.

Recommendation:

The Landlord Services Advisory Board:

- asks that their comments, on the performance of the housing service areas, are taken into consideration by the Senior Management and/or the Portfolio Holders for Housing as appropriate
- advises the Portfolio Holders for Housing to request HRA capital budgets are routinely reported in the Quarterly Corporate Performance Report, and
- advises the Portfolio Holders for Housing to approve the 2022/23 KPIs

36 Tenancy Review Project Update

Annalisa Howson, Housing Service Improvement Manager, gave a brief presentation on the tenancy review. The project objectives were set out as:

- stop using flexible tenancies
- update conditions of tenancy
- review tenancy policy
- review tenancy strategy
- grant secure tenancies to current flexible tenants

The Board were advised that consultation starts on the 4 April for a period of eight weeks. Project updates would be presented to the Board each month. The Consultation methodology, information that would go out and the feedback methods were outlined.

A summary of the proposed amendments of the Conditions of Tenancy were set out for the Board.

An issue that was highlighted was the use of doorbells with CCTV capability and the need for tenants to obtain permission before installation.

37 Senior Living Consultation Progress Report

The Board received a verbal update on the Senior Living Consultation. A copy of the updated action plan was circulated for information. Hugh Wagstaff, Head of Housing Operations, advised that the debate at the last meeting had provided some excellent suggestions. Sessions would be held to refocus the service and officers would come back with the outcomes.

An update will be brought back to the next meeting.

38 Work programme

The Boards forward work programme was circulated with the agenda pack. The items for the April meeting were highlighted.

The Board noted the work programme.

39 Date of next meeting

The date of the next meeting was agreed as 28 April 2022 at 10am.

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WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

28 APRIL 2022

Title:

HRA GARAGE PORTFOLIO BRIEFING NOTE

Portfolio Holder: Co-Portfolio Holders for Housing Paul Rivers and Nick Palmer

Head of Service: Hugh Wagstaff, Head of Housing Operations

Key decision: No

Access: **Public**

1. Purpose and summary

1.1 The report provides the Board with information regarding the housing garage portfolio as requested to detail the current and future position. The report includes:

- number of units, location, demand and current income
- asset management strategy for garages
- former garage sites successfully developed into affordable homes

2. Recommendation

It is recommended that the Landlord Service Advisory Board:

- seek clarifications and/or asks any questions about the garage portfolio,
- supports the proposal to request a service plan action and budget for garage appraisals in 2023/24, and
- makes any comments to the Heads of Housing and Portfolio Holders for Housing.

3. Reason for the recommendation

To gain an understanding of the garage portfolio, scrutinise the service and support ongoing development and improvements.

4. Garage details

Garage portfolio

4.1 As at March 2022, the Housing Service has 59 garage sites, with 676 individual garages. 72% of garages are let, providing an income of c£300,000 per

annum. Of the 180 empty garages 60% are ready to let and are advertised to rent on the Council website. An advert will also be placed in the next edition of the tenants' newsletter. 40% of the empty garages are awaiting repair or in a very poor condition.

4.2 Annexe One provides a map of garages across the borough. Please note this is indicative only as dated 2018, there have been some small updates.

Asset Management

4.3 The Housing Asset Management Strategy recognises the number of garages within the housing stock and the Modern Homes Commitment Nine states that Waverley will

“Create longer term Garage Strategy, which will address challenges for areas of the council as well as identifying opportunities for new homes by December 2022”.

4.4 The current Garage Strategy was developed in 2013/14 and identifies all garage sites and reviewed sites according to occupancy, condition of garages and development potential. Work has progressed on garage improvement works and development in identified areas.

4.5 The Strategic Review of the Housing Revenue Account to commence Spring 2022, will consider the remit of garages between the HRA and the General Fund. Future work to assess the long term future of garages - the liabilities, type of use and opportunities for sale or development of garages will need to be scheduled.

Development

4.6 Waverley have a successful track record of redeveloping garage sites to deliver new affordable homes.

4.7 Twenty one new homes have been provided on former garage sites between 2015 and 2021. Further new homes are due to start of former garage sites in May 2022. A total of 26 homes are due to be developed at the Chiddingfold regeneration scheme which includes a garage site at Pathfields and four homes on and Aarons Hill site.

4.8 Please refer to Annexe Two for photos and further details of homes.

Conclusion

4.9 Garages are rented to tenants and private occupiers. The garage rental income supports the HRA and in some areas eases parking challenges. Work has progressed to redevelop low demand and poor condition sites with the development of new homes. There are future liabilities to maintain the conditions of garages and considerations regarding the use garages and the remit of HRA.

5.0 The provision of garages is not a core housing landlord function and as such has a lower profile than other projects and initiatives. The team recognise the future challenges regarding garages. However the focus in 2022/23 is on responsive repairs delivery and asset management strategy implementation, to

ensure homes are safe, whilst improving the tenant and landlord relationship, as stated in the Housing Operations Service Plan. Therefore officers suggest recommending a garage appraisal action for the 2023/24 Housing Operations Service Plan.

5. Relationship to the Corporate Strategy and Service Plan

The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

6. Governance journey

information only for Board

Annexes:

Annexe 1 – 2018 Map of Garage locations

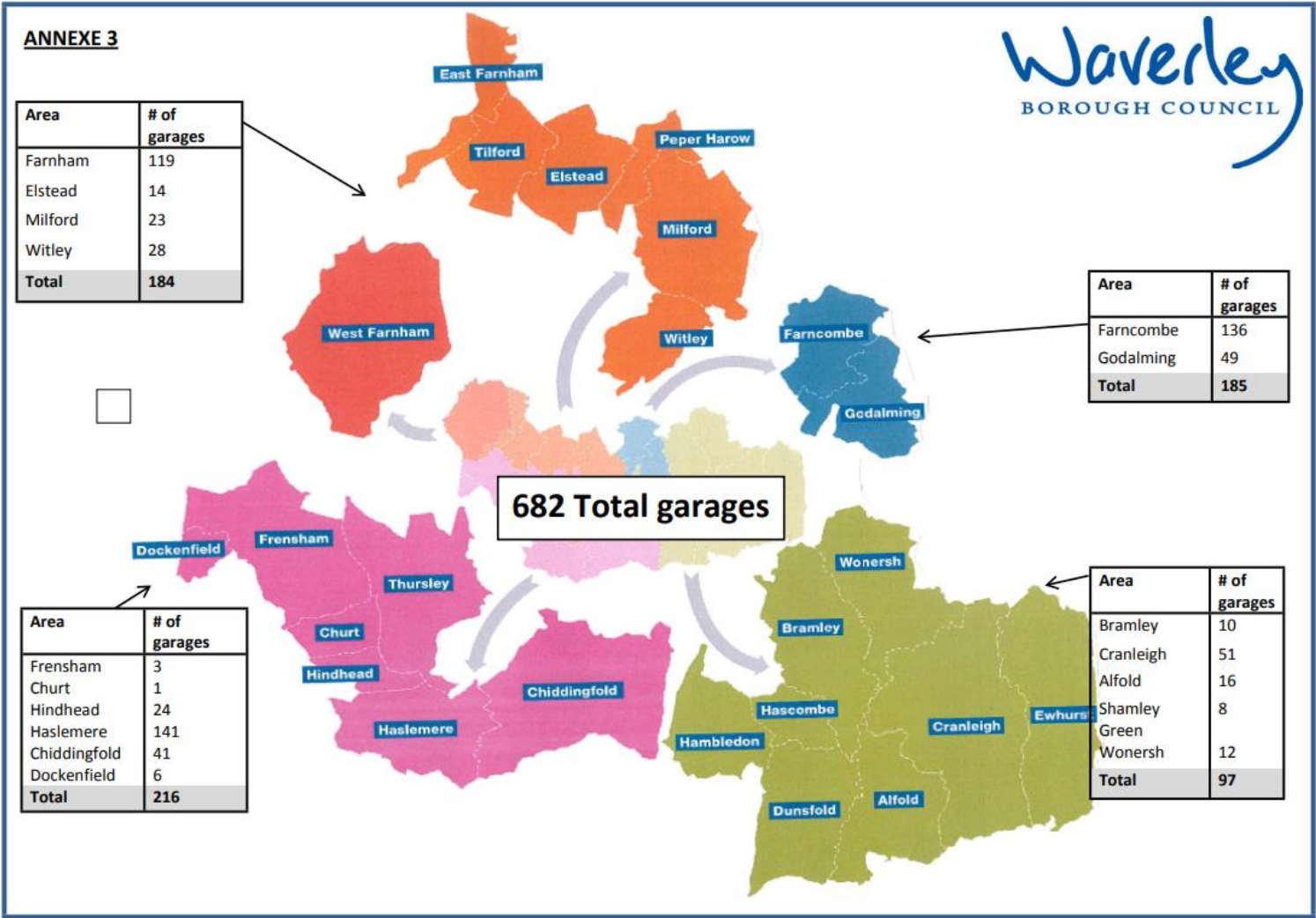
Annexe 2 – Details and photos of homes developed on former garage sites

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2018 Garage Audit



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Waverley Borough Council Affordable Housing

New build homes
delivered on Garages
Sites by the Waverley
Borough Council,
Housing Development
Team





Whitbourn Mews, Farncombe
Development of 4 x two bed houses
Completed June 2015



Prior to practical completion

Hullmead, Shamley Green
Development of 2 two bedroom
Completed November 2015



Middlefield, Farnham
Development of 4 x two bed houses
Completed January 2017



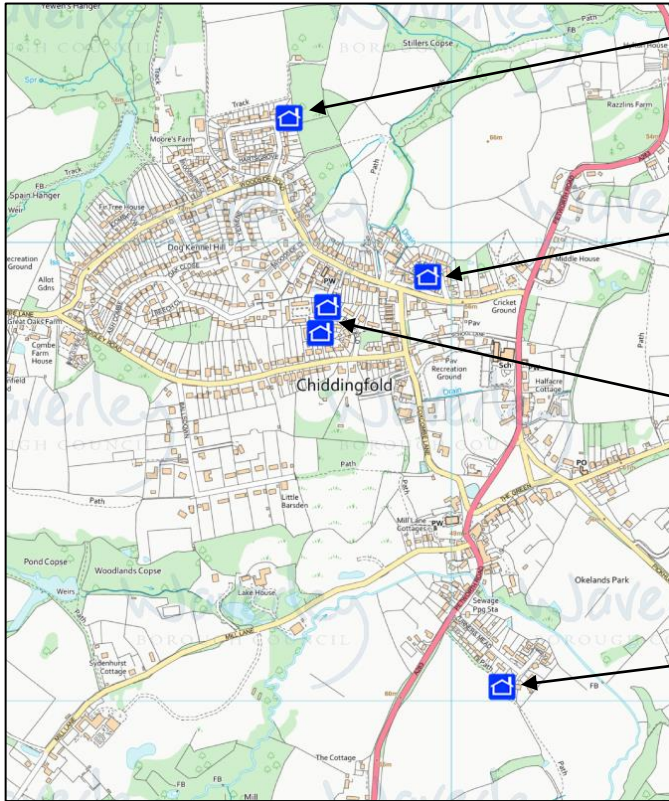
Sherrydon, Cranleigh
Development of 2 x two bed homes
Completed February 2018



Nursery Close, Shamley Green
Development of 5 new homes (mix of 2 and 3
bed houses)
Completed April/May 2018



Modular Homes Badgers Close
Development of 2 new homes (2 x 1 bed flats)
Completed October 2021



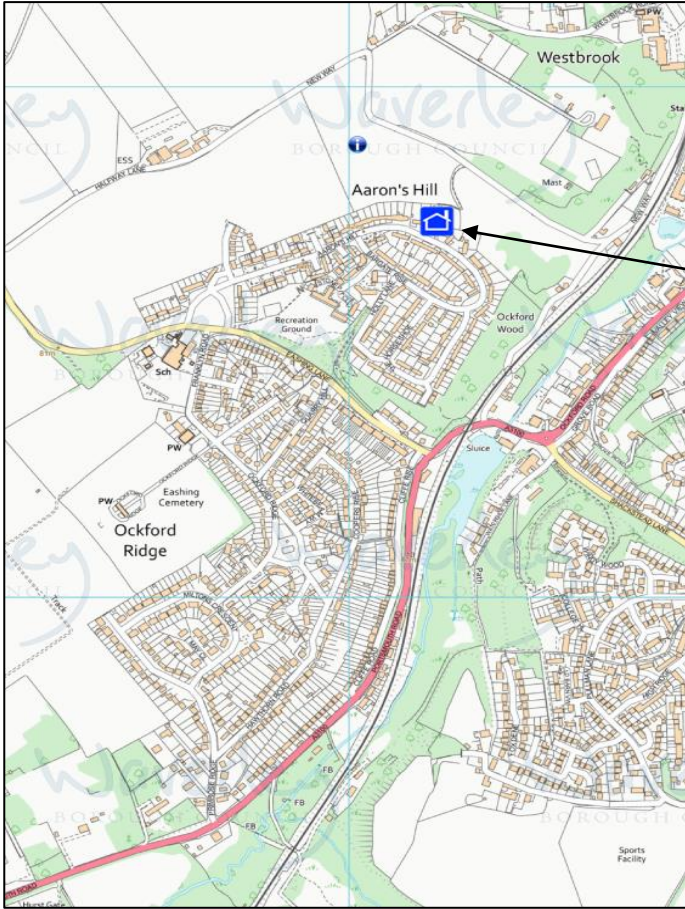
Hartsgrove
2 x 3 bed and 3 x 2 bed houses

Queens Mead
2 x 1 bed flat, 2 x 2 bed flat, 4 x 2 bed house

Pathfield A & B
3 x 1bed flats, 1 x 2 bed flat, 7 x 2 bed house,
2 x 3 bed house (garage site included in
Pathfield A)

Turners Mead
2 x 2 bed house

Coming soon – regeneration scheme
including garage sites
26 homes Chiddingfold
Start on site May 2022



Aarons Hill, Godalming (land adjacent to 85)
4 x 1 bed flats

Coming soon – 4 homes
Former Garage site
Aarons Hill, Godalming
Start on site April/May 2022

	Homes	Net Gain	Type				Beds	Completed
			1 bed	2 bed	3 bed	4 bed		
Whitbourn Mews, Badgers Close, Farncombe	4	4		4H			8	June 2015
Hullmead, Shamley Green	2	2		2H			4	November 2015
Cedar Close (Middlefield,), Farnham	4	4		4H			8	January 2017
Bridge Road, Haslemere	2	1		2H			4	January 2017
Sherrydon, Cranleigh	2	2		2H			4	February 2018
Nursery Close, Nursery Hill, Shamley Green	5	5		3H	2H		12	April / May 2018
Badgers Close, Farncombe	2	2	2B				2	October 2021
Total	21						42	

	Homes	Net Gain	Type				Beds	Start on site
			1 bed	2 bed	3 bed	4 bed		
Aarons Hill, Godalming	4	4	4F				4	March 2022
Queensmead, Chiddingfold	8	4	2F	2F/4H			14	Expected May 2022
Harts Grove, Chiddingfold	5	3		3H	2H		12	Expected May 2022
Pathfield A, Chiddingfold	6	4	2F	4H			10	Expected May 2022
Turner's Mead, Chiddingfold	2	2		2H			4	Expected May 2022
Total	25						44	

Summary of schemes completed and due to start on site which include former garage sites

Senior Living Tenants Consultation 2021
2022 Action Plan – Updated April 2022

Action number	Related to survey question	Action	Responsible officer	Resources */ support	Date
1	Response rate	Review any barriers to completing/ engaging with consultation process with Faulkner Court residents	Senior Living and Careline Manager (SL&CM)	Senior Living Officer (SLO) and request Tenant Panel support	May 2022
Update 21/03/22		SL&CM arranged meeting and drop in sessions for Faulkner Court residents on 6 April to identify any barriers to engagement and views of service. Quarterly Tenant Meetings have been reviewed and SLOs piloting drop in sessions during 2022 to provide one to one communications as an alternative and/or addition to group meetings.			
Update 13 April 2022		Meeting held on 6 April, five attendees with SLCM, SLO, two TP members and TIO. No barriers identified to engagement. Tenants had either forgotten and missed the deadline or were not interested in completing and one tenant preferred to talk in person. Positive feedback re SLO and home raised issues with repairs. COMPLETED April 2022			
2	1 Overall	Write to all tenants to share findings from consultation including confirmation of Senior Living Officer role, availability and contact details	Senior Living and Careline Manager	Request Tenant Panel review letter	April 2022
Update 21/03/22		SL&CM to work with SIT to draft letter including action points 2,4 and 12. To request review by Tenants Panel to send mid April 2022			
Update 13 April 2022		SL&CM agreed scope of letter with SIT first draft expected 25/04			

3	2 Communications	Senior Living Officers to review and refresh noticeboards monthly	Senior Living and Careline Manager	Senior Living Officers	March 2022
Update 21/03/22		SL&CM confirmed with SLO to diarise fortnightly noticeboard check and update. COMPLETED March 2022			
4	2 Communications	Write to all tenants to share findings from consultation including ways to feedback for two way communications (with action 2)	Senior Living and Careline Manager	Request Tenant Panel review letter	April 2022
Update 04/03/22		Refer to action 2			
5	3 Communal areas	Ongoing promotion and support for tenant led social activities. Senior Living Officers to empower at least one tenant per scheme to host an activity. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	Senior Living Officers	August 2022
6	3 Communal areas	Request, review and share decoration programme for each scheme communal lounge	Senior Living and Careline Manager	Senior Surveyor	June 2022
7	3 Communal areas	Review accessibility of communal, lounges and access to gardens with tenants	Senior Living and Careline Manager	Request Tenant Panel and/or EDI Group representative	June 2022
8	4 Home Improvements	To review level of demand and seek estimates of works and costs for spy holes	Senior Living and Careline Manager	Senior Surveyor	May 2022
9	4 Home Improvements	Review specific service requests made scheme by scheme including heating, windows and bathrooms	Senior Living and Careline Manager	tbc	April 2022

Update 21/03/22		SL&CM commenced review of c200 individual comments/service requests.			
10	4 Home Improvements	Investigate delay in Sky upgrade and escalate as necessary	Senior Living and Careline Manager	Asset Manager	May 2022
11	5 Signposting and support	To review negative responses to establish if pattern of lack of support from signposted services	Senior Living and Careline Manager	tbc	May 2022
12	7 Contact SLO	Action 2 letter to confirmation of Senior Living Officer role, availability and contact details. Information to be on noticeboards and contacts on office door at each scheme	Senior Living and Careline Manager	Senior Living Officers	April 2022
Update 04/03/22		Refer to action 2			
13	8 Independence	Continue to support and promote independent living. To work with HomeChoice to promote schemes and achieve moves for least two under occupied tenants. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	EasyMove Officer	August 2022
14	8 Independence	Investigate delay in CCTV installation and escalate as necessary	Senior Living and Careline Manager	Head of Environmental Services	May 2022
15	9 Support	Continue to support tenants with good neighbour scheme. Senior Living Officers to empower at least one tenant per scheme to befriend a neighbour. To promote in summer edition of tenants newsletter.	Senior Living and Careline Manager	Senior Living Officers	August 2022

16	10 EDI	Review opportunities to promote EDI in schemes. Review current EDI information held regarding tenants in each scheme and consider any reasonable adjustments required.	Senior Living and Careline Manager	Senior Living Officers	August 2022
	11 Response to pandemic	To continue to build landlord relationship post pandemic, acknowledge challenges and ensure ongoing two way communications. Consider opportunity for scheme champions to support and develop communications.	Senior Living and Careline Manager	Tenant Engagement Officer	August 2022
17	12 other comments	Review specific service requests made and respond as appropriate.	Senior Living and Careline Manager	tbc	May 2022
Update 04/03/22		SL&CM commenced review of c200 individual comments/service requests.			
18	Recommendation from LSAB	Appraisal of Senior Living Service – to review staff availability and responsibilities, provision of support and scheme facilities to ensure the service meet needs of current and future tenants.	Head of Housing Operations	SL&CM, SLO, tenants, applicants, Tenants Panel and Members	May to October

* all actions to be completed within current budgets. Any additional requests for work to be put forward for 2023/24 budget. Any H&S issues to be raised with Head of Service for additional in year funds.

LSAB Work Programme

Work programme to be developed inc budget planning and monitoring, H&S compliance, contractor overview, service plan, reshape services to reflect recent and future challenges and more in depth performance reporting in line with regulations.

Month	Report	Reason	LSAB action	Decision by	Decision date
November 2021	<p>Board induction pack:</p> <p>Board Guidelines</p> <ul style="list-style-type: none"> Board terms of reference Code of Conduct Councillors Code of Conduct Tenant Panel <p>Service and Financial Plans</p> <ul style="list-style-type: none"> Housing Operations Service Plan Housing Delivery and Communities Service Plan (Ref 7.5-7.9) Housing Revenue Account Budget 2021/22 Committee Report and budget annexes <p>Internal and External Publications</p> <ul style="list-style-type: none"> Tenants Newsletter - Summer 2021 and Winter 2020 Housing Glossary The charter for social housing residents: social housing white paper Attitudes to Council Housing pride or Prejudice 	Board members review information to raise awareness and identify areas for further mentoring, resources and/or training.	Board decision on additional requirements. Feedback to Service Improvement Manager	Board	Ongoing

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
2 December 2021					
	Introduction to the Housing Revenue Account	To gain familiarity with HRA and discuss challenges	Feedback comments to Head of Housing Operations and Head of Finance	Board	At meeting
	HRA Budget Progress and Forecast Report (April to October 2021)	To gain awareness with budget, income, expenditure and discuss priority spending	Feedback comments to Head of Housing Operations and Head of Finance	Board	At meeting
	Q2 Performance report (extract from Corporate Report)	Board members to gain understanding and awareness of current reporting system	Identify any areas wish to comment on, explore or examine further. Feedback comments to Head of Housing Operations	Board	Ongoing
	Draft LSAB work plan	Board members to consider work plan	Suggest amendments or additions to programme	Board	Ongoing

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
10 January 2022					
	Affordable Homes Delivery Strategy	Consultation exercise	Agree Board response to consultation	Council	April 2022
	Outcome – Cllr Keen and Terry Daubney to meet with Alice Lean and Esther Lyons, Housing Strategy and Enabling Managers, to review consultation documentation and feedback on behalf of the Board. Consultation on Strategy 27 January to 24 February 2022 all to promote.				
	Project closure report Responsive Repairs and Voids procurement exercise	Review and comment on project and mobilisation	Identify any areas wish to comment on, explore or examine further. Feedback comments to Operations Manager	Board	At meeting
	Outcome – Board to review contract KPIs and receive presentations from Ian Williams and The Leadership Foundation at future meetings.				
	Regulator of Social Housing consultation – Tenant Satisfaction Measures	Consultation exercise	Agree Board response to consultation	Board	28 February 2022
	Outcome – Board members to share any other comments on consultation with Annalisa Howson. Housing Service Improvement Manager, by 14 February 2022.				

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
28 January 2022					
	Housing Operations Service Plan 2022/23 and Housing Development objectives from Housing Delivery and Communities Service Plan	Review and comment on draft Service Plan	Feedback comments to Portfolio Holder for Housing	Council	Feb 2022
Outcome – Board members supported service plan themes and actions. To receive progress updates on service plan in the quarterly performance reports and an in depth six month review in October 2022					
	HRA Budget 2022/23	Review draft budget and agree financial plans	Feedback comments to Portfolio Holder for Housing	Council	Feb 2022
Outcome – Board members supported HRA budget. Tenants Panel to work with housing service on hardship fund. Board to receive report on Hardship Fund July 2022 Officers to promote no charge to tenants for use of communal rooms. Budget report recommendations to be updated to reflect commercial or non-commercial use.					
	Verbal Progress update on Asset Management Strategy included in Budget and Service Plan reports.	Review and comment on draft strategy	Feedback comments to Asset Manager	Board	At meeting
Outcome – AMS to be presented to Board March 2022					

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
24 February 2022					
	Intro to Senior Living and consultation results LSAB req additional info re: impact of COVID-19 and lockdown Intro to Senior Living	To gain awareness of Senior living provision. Review findings and proposed actions from Senior Living consultation	To comment on findings and action plan to Senior Living Manager	Board	At meeting
Outcome – Board questioned methodology and if service meeting published commitments. Recognised draft action plan but requested further in depth review to ensure service fit for the future. Head of Housing Operations to scope project. Senior Living Service to be standing item on LSAB agenda.					
	Q3 HRA Budget Monitoring Report	To gain awareness of budget, income, expenditure and challenges.	Feedback comments to Head of Housing Operations and Head of Finance	Board	At meeting
Outcome – report postponed. Financial information to be included in Q3 Performance report due March meeting.					
	Use of Flexible Tenancies Review	Analyse findings from review and proposed changes to tenancy terms	To comment on findings. Feedback comments to Service Improvement Manager	Portfolio Holder	April
Outcome - Board unanimously agreed to advise the Portfolio Holder to commence implementation plan and consultation to end the use of flexible tenancies and review conditions of tenancy. Project plan and tenancy conditions, policy and strategy to be presented to Board Spring/Summer dates tbc.					

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
31 March 2022					
	Introduction to TLF (The Leadership Foundation) responsive repairs feedback contractor	Meet contractor and raise awareness of survey methodology and performance reports	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Operations Manager	Board	At meeting
	Outcome – Board advised of project and pilot. To receive KPIs on tenants satisfaction during the year				
	Asset Management Strategy	To review draft strategy key themes and commitments	Feedback comments to Portfolio Holder for Housing and recommend LSAB ongoing monitoring and Council adoption	Council	April
	Outcome – Board recommended an Executive Summary be developed, that the Executive approves the Housing Asset Management Strategy for adoption by the Council and the Board monitors the implementation of the strategy.				
	Q3 Performance report	Review and consider current performance and consider 2022/23 KPIs	Identify any areas wish to comment on, explore or examine further. Feedback comments to Head of Housing Operations	Board	Ongoing
	Outcome – Board congratulated the team on performance and recommended the Co-Portfolio Holders request capital budgets in 2022/23 Q reports and the approval of 2022/23 KPIs.				
	Senior Living Service	To provide verbal progress report on actions following consultation	To comment service review and action plan to Senior Living Manager	Board	Ongoing

	Outcome – action plan share with Board and agreed monthly updates on progress against plan.			
Tenancy Review Project	To provide verbal progress report on project inc proposed amendments to tenancy conditions	To comment on project and advice on tenant consultation. Feedback comments to Service Improvement Manager	Board	Ongoing
	Outcome – Board advised of consultation process and discussed proposals to change to tenancy conditions.			

Note The following agenda items to be reviewed and meeting dates agreed with project managers. Those in **bold** agreed. To hold monthly meetings with three agenda items only.

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
28 April 2022					
	Introduction to Responsive Repairs and Voids contractor	Meet contractor, review service promises, and contract management	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Operations Manager	Board	At meeting
	LSAB req report Garages –long-term strategy discussion	To raise awareness of the number of garage sites, and income/ expenditure commitments and to consider mitigation and development opportunities to inform garage management strategy	Feedback comments to Strategic Asset Manager	Board	At meeting
	Tenancy Review Project	To provide progress report on project and consider proposed Tenancy Policy and Tenancy Strategy	Feedback comments to Service Improvement Manager	Board	Ongoing
	Senior Living Service	To provide (verbal or written) progress report on actions following consultation	To comment service review and action plan to Senior Living Manager	Board	Ongoing

Note The following agenda items to be reviewed and meeting dates agreed with project managers. Those in **bold** agreed. To hold monthly meetings with three agenda items only.

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
26 May 2022					
	Tenancy Review project assessment against Regulatory Tenancy Standard	To provide written progress report on project and regulatory context	Feedback comments to Service Improvement Manager	Board	Ongoing
	Senior Living Service	To provide (verbal or written) progress report on actions following consultation	To comment service review and action plan to Senior Living Manager	Board	Ongoing
	Intro to Rent Accounts Team	Meet the team, awareness of actions, policy, challenges and successes of team to meet and exceed rent collection target	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Rent Accounts Manager	Board	At meeting

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
30 June 2022					
	Tenancy Agreement consultation findings	To review findings from tenancy agreement consultation	Advice HofH and PH to serve statutory notice to amend tenancy conditions	Hof H in consultation with Portfolio Holder for Housing	June
	Tenancy Policy	Review and comment on draft document	Advice HofH and PH to adopted updated Tenancy Policy and stop use of flexible tenancies	Hof H in consultation with Portfolio Holder for Housing	June
	Tenancy Strategy	Review and comment on draft document	Advice HofH and PH to request Exec recommend adoption of Tenancy Strategy and stop use of flexible tenancies	Council	July
	Tenant Involvement Progress Report	Review and consider current performance and proposed actions in line with regulatory Tenant Involvement and Empowerment Consumer Standard	To comment on report and recommend methodology for future recruitment and selection of resident board members. Feedback comments to Service Improvement Manager	Board	At meeting
	Q4 Performance report inc 2021/22 Service Plan achievements	Review and consider current performance	Identify any areas wish to comment on, explore or examine further. Feedback comments to Head of Housing Operations	Board	Ongoing

	Health and Safety performance report – intro to Compliance Team	Review and consider current performance and proposed actions in line with regulatory Home Consumer Standard	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Compliance Manager	Board	At meeting
	Senior Living Service	To provide (verbal or written) progress report on actions following consultation	To comment service review and action plan to Senior Living Manager	Board	Ongoing

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
28 July 2022					
	Housing Management Progress Report	Review and consider current performance and proposed actions in line with regulatory Tenancy and Neighbourhood and Community Consumer Standards	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Housing Manager	Board	At meeting
	Q1 Performance report	Review and consider current performance	Identify any areas wish to comment on, explore or examine further. Feedback comments to Head of Housing Operations	Board	Ongoing
	Review of Hardship Fund	Review objectives, take up, costs and outcomes of scheme	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Rent Accounts Manager	Board	At meeting
	Senior Living Service	To provide (verbal or written) progress report on actions following consultation	To comment service review and action plan to Senior Living Manager	Board	Ongoing
	Property Services Roadmap and action plan	To gain awareness of the Property services work	Identify any areas wish to comment on, explore or examine further and agree		

		plan future projects and challenges	reporting cycle. Feedback comments to Operations Manager		
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Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
29 September 2022					
	Rent Accounts Progress Report	Review and consider current performance and proposed actions in line with regulatory Rent Standard	Identify any areas wish to comment on, explore or examine further and agree reporting cycle. Feedback comments to Rent Accounts Manager	Board	At meeting
	Reshaping of staffing resources	Review proposal to add capacity and resilience, to ensure professional service delivery, succession planning and health and wellbeing of team	Feedback comments to Service Improvement Manager	Hof H in consultation with Portfolio Holder for Housing	October
	Senior Living Service	To provide (verbal or written) progress report on actions following consultation	To comment service review and action plan to Senior Living Manager	Board	Ongoing
	IT review of databases and digital services	Review and consider current performance and proposed actions	Feedback comments to Service Improvement Manager	Board	at meeting

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
27 October 2022					
	Six month Service Plan progress report and Development of 2023/24 Service Plan	Review and comment on draft Service Plan	Feedback comments to Portfolio Holder for Housing	Board review Council adopt new SP	Feb 2023
	Housing Asset Management Strategy Implementation Progress report	Monitor implementation of strategy agreed April 2022 to effectively and efficiently manage and maintain homes	Feedback comments to Strategic Asset Manager	Board	

Meeting date	Report	Reason	LSAB action	Decision by	Decision date
24 November 2022					
	Q2 Performance report and midyear performance review	Review and consider current performance and need of Board to govern effectively.	Identify and agree areas for Board monitoring. Feedback comments to Head of Housing Operations	Board	At meeting
	2023/24 HRA Budget	Review draft budget and agree financial plans	Feedback comments to Portfolio Holder for Housing	Council	Feb 2023

Internal notes

Potential briefings:

- Intro to Asset Management - to inc AMS report
- Intro to Housing Development - to inc in Q performance reports
- Intro to Housing Management – to inc July report
- Intro to Property Services – to inc March and April report
- Intro to Compliance – to inc May report
- Intro to Rent Accounts Team - to inc April report
- Intro to Senior Living - to inc Feb report
- Intro to Tenant Involvement - to inc June report
- Intro to Housing Regulator Standards – to inc reference in applicable reports and follow up with Regulator briefings

Proposed Cycle of reports

Budget reports - each meeting

Complaints report – every quarter include or expand upon in Quarterly performance reports

KPIs inc customer satisfaction - every quarter include or expand upon in Quarterly performance reports

Service Plan progress -- every quarter include or expand upon in Quarterly performance reports

Housing Delivery Board Update – share notes of HDB with LSAB after each meeting

H&S – every six months with quarterly tenants' satisfaction reports added to Quarterly performance reports

Procurement project – as scheduled

To routinely cross check work programme with:

Service Plan actions, team performance reporting, HDB programme

Regulatory standards – economic (governance), (VfM), Rent and consumer Home, Tenancy, Neighbourhood and Community, Tenant Involvement and Empowerment

White paper chapters – safety, performance, complaints, respect (consumer reg), voice heard, quality home and neighbourhood, support Home Ownership

To consider speed networking event for Board members to meet managers/team leaders and gain understanding in each service area – rather than agenda items where no decision

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