

LANDLORD SERVICES ADVISORY BOARD

Thursday, 26 May 2022 - 10.00 am

Council Chamber, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Members:

Cllr Paul Rivers (Chairman)

Terry Daubney, Waverley Tenants' Panel (Vice Chairman)

Cllr Jacquie Keen

Cllr Stephen Mulliner

Cllr John Robini

Cllr Michaela Wicks

Gillian Martin, Waverley Tenants Panel

Danielle Sleightholme, Waverley Tenants Panel

1 Apologies for absence

To receive apologies for absence.

2 Notes of the previous meeting (Pages 3 - 6)

To agree the notes of the previous meeting.

3 Declarations of interest

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

4 Introduction to the Rent Accounts team

To receive a presentation from Debbie Harding, Rent Accounts Manager

5 Tenancy consultation update and Tenancy Regulation Standard (Pages 7 - 18)

To receive a report and presentation from Annalisa Howson, Service Improvement Manager

6 Waverley Tenants' Panel proposal - Garden Waste Collection (Pages 19 - 20)

To receive a report from Terry Daubney, Vice-Chairman.

7 Head of Service - matters arising

To consider matters arising from Hugh Wagstaff, Head of Housing Operations.

8 **Work programme** (Pages 21 - 38)

9 **Date of next meeting**

LANDLORD SERVICES ADVISORY BOARD

28 April 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

Apologies:

Councillor Nick Palmer and Hugh Wagstaff

In attendance:

Councillor Paul Follows

Officers:

Jeanette Englefield, Amy Hardie, Annalisa Howson, Heather Rigg, Annie Righton,
Andrew Smith and Louise Fleming

40 Apologies for absence

There were no apologies for absence received.

41 Minutes of the previous meeting

The minutes of the meeting held on 31 March 2022 were agreed.

42 Declarations of interest

Councillor Keen declared a Disclosable Pecuniary Interest in item 5 (Garage Breifing Note).

Note: Councillor Keen had previously been granted a dispensation by the Monitoring Officer under s33 of the Localism Act 2011 and therefore remained in the meeting and participated in this item, which was for noting only.

43 Introduction to Ian Williams Responsive Repairs and Voids Contractor

The Board received a presentation from Kris Shipway, Ian Williams Business Manager. Kate Green, Ian Williams General Manager was also present on Zoom. The presentation set out the background to and scope of the Responsive Repairs and Void Refurbishment contract and the staffing structure being put in place to achieve its objectives. He outlined the key priorities for the contract and how performance would be monitored.

The Chairman welcomed Simon Telling from the Waverley Tenants Panel who had joined the meeting.

Heather Rigg, Operations Manager reported that 16% out of a small sample of 50 tenant satisfaction surveys were dissatisfied with the service, 6% were neutral and 78% were satisfied, which was close to the target of 80% satisfaction. Officers would examine the data and share with Ian Williams.

In response to a Board member question, Annalisa Howson, Service Improvement Manager advised that tenants should contact the Council to access the repairs service and that there was an out of hours service provided by Bracknell Forest Borough Council in place to deal with any emergencies. The Board was assured that the new out of hours service was operating well and was an improvement on the previous out of hours service.

The Vice-Chairman advised that communications were an issue which had been raised by the Tenants Panel and Kris Shipway assured the Board that the customer liaison officers would maintain a two-way communication with tenants. Kate Green advised that there were two dedicated planners working with Waverley and this had resulted in increased accountability and an improved service.

In response to a Board member question, Kate Green advised that the contract procurement included an annual review and provision for a rise indexed to the rate of inflation. The aim was to provide tenants with the best value for money, however if there was a rise anticipated, this would be discussed with Waverley. Officers were aware of the current issues with costs and supply issues and were working with contractors to address the issues.

In response to a Board member question, Kris Shipway advised that all operatives had undertaken Waverley's safeguarding training and were DSB checked, which was a key part in supporting vulnerable tenants. He also advised that the benches for Stonepit Close would be delivered in 12 weeks.

Annalisa Howson, Service Improvement Manager, thanked Ian Williams for their work and the work of officers on the contract procurement. Widley recognised that repairs is a key driver in customer satisfaction with the housing service.

The Chairman thanked all the speakers for their contributions.

ACTION: The powerpoint presentation would be circulated to the Board with the minutes and Kris Shipway invited to provide a progress report in September.

44 Garage Briefing Note

Annalisa Howson, Service Improvement Manager presented the briefing note, which had been raised during the budget process and at the previous Board meeting. Provision of garages was not a core Housing function and it was suggested that the Board consider additional budget for garage appraisals in the following year's budget, to enable the service to concentrate on a good programme of work for homes.

RESOLVED

That the Landlord Service Advisory Board notes the proposal to request a service plan action and budget for garage appraisals in 2023/24.

45 Tenancy Review Project Update

The Board received a presentation on the Tenancy Review Project Update, setting out the feedback received to date as part of the consultation. 53 out of 54 agreed with the proposal to end the use of flexible tenancies as this would increase tenants feeling secure and stable in their homes. Officers would be considering the consultation feedback received in detail and there would be two further consultation events held. The presentation also set out the proposed changes to the Tenancy Policy and Tenancy Strategy, which would include the provisions in the Affordable Homes Delivery Strategy approved by the Council on 26 April.

The Board talked about the stigma around being a Council tenant, particularly in an affluent area like Waverley, however this was improving. There was some concern expressed over the proposed removal of the word “good” from repairs. In response, officers advised that the legal advice and consultation responses would be carefully considered before bringing a proposal back to the Board for consideration.

The Chairman thanked all speakers for their contributions.

46 Senior Living Consultation Progress Report

The Board noted the progress report and that letters would be with tenants by the following week and any feedback would be welcomed. Senior living officers were considering the individual and scheme consultation responses.

47 Work programme

The Work Programme was noted and the rents team would be in attendance at the next meeting.

48 Date of next meeting

Noted that the next meeting would be held on Thursday 26 May 2022.

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WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

26 MAY 2022

Title:

TENANCY REVIEW – TENANCY STANDARD SELF ASSESSMENT

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

Head of Service: Hugh Wagstaff, Head of Housing Operations and
Andrew Smith, Head of Housing Delivery and Communities

Key decision: No

Access: Public

1. Purpose and summary

To share the findings of the officer self assessment against the Regulator of Social Housing [Tenancy Standard](#) as part of the Tenancy Review Project. Board to review information and gain assurance that the standard is met.

2. Recommendation

It is recommended that the Landlord Service Advisory Board:

- review the self assessment (at annexe one) and seek clarifications and/or asks any questions about the findings,
- identify any areas for further review, and
- makes any comments to the Heads of Housing and Portfolio Holders for Housing.

3. Reason for the recommendation

To formally record the self assessment findings and consider the Housing Service's performance against the Regulator for Social Housing Tenancy Standard.

4. Background

4.1 All Registered Providers (social housing landlords) must comply with the Regulator of Social Housing Standards. There are four consumer standards relating to Home, Tenancy, Neighbourhood and Community and Tenant Involvement and Empowerment.

4.2 However, these standards are not proactively monitored by the regulator. The regulator's role has been reactive and it intervenes where referrals or other information received demonstrates that failure to meet the standards has caused, or could have caused, serious harm to tenants.

4.3 Following the Grenfell tragedy, the Housing Green Paper and White Paper Charter for Social Housing Residents identified that reactive regulation with serious harm criteria, has not met the needs of tenants. Therefore, a more proactive and lower threshold of intervention has been proposed.

4.4 On 10 May, the Queens Speech confirmed that the Social Housing Regulation Bill will be brought forward in the next parliament. Stating the government:

‘...will introduce legislation to improve the regulation of social housing to strengthen rights of tenants and ensure better quality, safer home.’

The bill aims to improve consumer regulation and enable the regulator to intervene with landlords who are performing poorly on consumer issues.

4.5 It is important the service completes self assessments against each of the standards and gives tenants, the Landlord Services Advisory Board, and Co-Portfolio Holders of Housing assurance that the standards are met. Therefore, a self assessment on the Tenancy Standard was completed during the tenancy review project.

4.6 The Tenancy Standard sets out a total of 24 ‘required outcomes’ and ‘specific expectations’ regarding allocation and mutual exchanges and tenure. The review demonstrates that required outcomes and expectations are being met by the Housing Service. The standard also provides the framework for the service to update the Tenancy Policy following the outcome of the tenancy consultation on fixed term tenancies. The review also identified the need for continuous improvement with a planned schedule of work for the promotion of, open access to and support to gain social housing.

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

Report for Landlord Services Advisory Board only.

Annexes:

Annexe 1 – Self Assessment Review of Tenancy Standard

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

CONTACT OFFICER:

Name: Annalisa Howson Position: Housing Service Improvement Manager
Telephone: 01483 523453 Email: annalisa.howson@waverley.gov.uk

Self Assessment Review of Tenancy Standard

May 2022

Required outcomes	Waverley evidence / comment / action
<p>1.1 Allocations and mutual exchange</p> <p>1.1.1 Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:</p> <ul style="list-style-type: none"> • (a) make the best use of available housing • (b) are compatible with the purpose of the housing • (c) contribute to local authorities' strategic housing function and sustainable communities <p>There should be clear application, decision-making and appeals processes.</p>	<p>1.1 Waverley Allocation Scheme states how homes let, assessment and appeal process.</p> <p>O&S Project Group scrutinising policy – to make recommendations to O&S Services in June.</p> <p>Nomination agreements in place for all new developments, as required under s.106 agreements</p> <p>Standard – met Action – to ensure regular review of Allocation Scheme to meet needs following the regular assessments made of local housing need with evidence updated and used as a basis for Housing Strategy¹</p>
<p>1.1.2 Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.</p>	<p>1.1.2 Waverley subscribes to Homeswapper, offering free online service for tenants to advertise and search for homes.</p> <p>Standard – met Action – to ensure ongoing subscription and promotion of mutual exchange service.</p>

¹ Affordability Study (December 2021) by Justin Gardener and ICENI projects, First Homes Viability Update (December 2021) by Three Dragons

<p>1.2 Tenure</p> <p>1.2.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.</p> <p>1.2.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.</p>	<p>1.2.1 Waverley's Tenancy Policy sets type of tenancies to be offer. Consulting on proposal to stop issuing flexible tenancies.</p> <p>1.2.2 Tenancy Review includes legal review of tenancy agreement</p> <p>Housing advice on new planning applications includes tenure and bed size mix and rent levels, in line with local housing need and affordability for Registered Providers.</p> <p>Standard – met Action – to ensure correct tenancies granted and regular review of statutory and legal guidance (as amended).</p>
<p>Specific expectations</p>	<p>Waverley evidence / comment / action</p>
<p>2.1 Allocation and mutual exchange</p> <p>2.1.1 Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p>	<p>2.1.1 Waverley's landlord service team works closely with the Housing Strategy and Enabling team and registered providers. All homes are let through HomeChoice on terms set out in Nomination Agreements. Registered Providers have nomination rights to 25% of relets on new schemes, as per Nomination Agreements</p> <p>Standard – met</p>

	<p>Action – to ensure relationship with registered providers maintained and nomination rights received.</p>
<p>2.1.2 Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants, and will offer choices to them.</p>	<p>2.1.2 Waverley has an EasyMove and Transfer cash incentive scheme to support tenants wishing to downsize. The allocation policy awards additional priority to tenants who are over crowded and the team provide support on how to find a mutual exchange. Actions to address downsizing included in Housing Strategy.</p> <p>Standard – met Action – to ensure ongoing promotion of services.</p>
<p>2.1.3 Registered providers' published policies shall include how they have made use of common housing registers, common allocations policies and local letting policies. Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility or mutual exchange schemes.</p>	<p>2.1.3 Landlord service team works closely with Housing Strategy and Enabling Team to support allocation schemes and publishes local lettings plans for large or strategic redevelopment schemes, where appropriate.</p> <p>Standard – met Action – to ensure relationship with registered providers maintained and awareness of any local lettings plans.</p>
<p>2.1.4 Registered providers shall develop and deliver allocations processes in a way which supports their effective use by the full range of actual and potential tenants, including those with support needs,</p>	<p>2.1.4 The Housing Needs Team place bids for those customers who do not have support from friends, relatives or support workers. This is picked up at registration and through liaison with Homechoice team.</p>

<p>those who do not speak English as a first language and others who have difficulties with written English.</p>	<p>The team will use language line for clients who do not speak English and digital resources such as google translate. Officers engage with customers by phone, in person or digitally to ensure best possible communications and access to services. The team initiate medical assessments to identify support needs and engage with other professional and voluntary services to identify what reasonable adjustments need to be made, disabled adaptations etc. Online website content is checked for accessibility issues.</p> <p>Partnership working with and membership of Independent Living Workstream from the All Age Autism Strategy, to make our housing application process more accessible to people with Autism and their carers, including Autism Awareness Training for staff.</p> <p>Equalities Impact Assessment carried out for housing strategy and equalities monitoring information collected as part of housing strategy consultation</p> <p>Housing Strategy priority of 'homes for all our lives' requires new developments to reflect the diverse needs of residents at all stages of their lives, including an action to create at least 1 wheelchair accessible scheme per annum and planning strategically for the housing needs of older people.</p> <p>Standard – met Action – to ensure ongoing review to ensure appropriate promotion to all</p>
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<p>2.1.5 Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.</p>	<p>2.1.5 Inter team working to minimise relet period. Target 20 working days. Future tenants needs are assessed at application and offer stage to ensure package in place for tenancy sustainment. Team work closely with social services, health teams and charities to ensure support and home basics are provided, where identified</p> <p>Standard – met Action – to ensure ongoing awareness of support services to support tenancy sustainment.</p>
<p>2.1.6 Registered providers shall record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.</p>	<p>2.1.6 w/c 25 November 2021 recommenced submitting CORE data following period of non compliance due to organisational restructure and staffing changes. Training and new process implemented.</p> <p>Standard – recently met Action – Review housing management database solution in 2022/23 and develop performance management system to ensure details reported accurately and timely.</p>
<p>2.1.7 Registered providers shall provide tenants wishing to move with access to clear and relevant advice about their housing options.</p>	<p>2.1.7 Landlord service team works closely with Housing Need team to promote housing options. Information made available online and in tenants newsletter.</p> <p>Standard – met Action – to ensure ongoing promotion of services.</p>

<p>2.1.8 Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ul style="list-style-type: none"> • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs 	<p>2.1.8 Waverley subscribes to Homeswapper, offering free online service for tenants to advertise and search for homes – fulfilling a, b and c.</p> <p>Standard – met Action – to ensure ongoing promotion of service.</p>
<p>2.1.9 Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p>	<p>2.1.9 Waverley has annual subscription agreement with Homeswapper.</p> <p>Standard – met Action – to ensure ongoing promotion of service.</p>
<p>2.1.10 Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.</p>	<p>2.1.10 Information made available online and in tenants newsletter. Pre pandemic annual Home Swap events were held in person.</p> <p>Standard – met Action – to ensure ongoing promotion of service and consider future events.</p>

<p>2.1.11 Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.</p>	<p>2.1.11 Housing and Homechoice Officers support tenants without internet access and information available in tenants newsletter. Pre pandemic annual Home Swap events were held in person.</p> <p>Standard – met Action – to ensure ongoing promotion of service and consider future events.</p>
<p>2.2 Tenure</p> <p>2.2.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.</p> <p>2.2.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p> <p>2.2.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.</p> <p>2.2.5 Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer</p>	<p>2.2.2 Waverley’s Tenancy Policy sets type of tenancies to be offered and consulting on withdraw flexible tenancies.</p> <p>2.2.3 n/a if no flexible tenancies</p> <p>2.2.4 Waverley has introductory tenancies for 12 months that maybe extended to 18 months.</p>

<p>reasonable advice and assistance to those tenants where that tenancy ends.</p>	<p>2.2.5 n/a if no flexible tenancies</p> <p>Standard – met Action – to update Tenancy Policy to reflect outcome of consultation.</p>
<p>2.2.6 Registered providers shall make sure that the home continues to be occupied by the tenant they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes.</p> <p>2.2.7 Registered providers shall develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.</p> <p>2.2.8 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).</p> <p>2.2.9 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.</p>	<p>2.2.6 Tenancy Fraud policy to identify and report non occupation. Tenancy audits and tenancy checks at each contact.</p> <p>2.2.7 Tenancy sustainment inc in rent account policy and housing management procedures</p> <p>2.2.8 stated in current Tenancy Policy but n/a if no flexible tenancies</p> <p>2.2.9 Allocation Scheme and Decant Policy</p> <p>Standard – met Action – to update Tenancy Policy to reflect outcome of consultation.</p>

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Waverley Tenants' Panel

Landlord Services Advisory Board

26th May 2022



Proposal - Waverley Borough Council Garden Waste Collection

Tenants' Panel Chair Terry Daubney (WBC Tenant)

Decision - Recommendation

The annual subscription for the Waverley Borough Garden Waste Collection has increased again this year and now stand at £72 for the collection of one bin to be collected fortnightly, except for the Christmas period.

The subscription for this service has been the highest in Surrey, bar one Tandridge £74.50.

Annual subscription for Garden Waste Collection of neighboring authorities.

	Annual Subscription	Concessions	Addition Bins
Elmbridge Borough Council	£49	£34	
Epsom and Ewell Borough Council	£62.70		
Guildford Borough Council	£45		
Horsham District Council	£44		
Mole Valley Council	£58		
Reigate and Banstead Council	£65		
Rushmoor Borough Council	£45		
Surrey Heath Borough Council	£50		
Spelthorne Council	£61.00		£34
Tandridge District Council	£74.50		
Waverley Borough Council	£72		
Woking Borough Council	£45		

Following recent correspondence with Waverley Environmental Service, regarding the increase in subscription, the author received the following reply :-

*'The cost of the garden waste service is reflective of the size and extensive rural character of the Waverley district, in comparison to other more urban Surrey boroughs such as Guildford.
In addition, due to economies of scale, subscriber numbers affect the annual cost to the resident'*

Reasons given by Waverley Environmental Service, suggest that the rural character of Waverley reflects the cost of providing the service, but the above chart, indicates that other Surrey or surrounding authorities can provide a service at less cost to their residents.

The response also gives "economies of scale" and "subscription numbers" because of the higher cost, I would suggest that subscription numbers must be affected by the continue increase in subscription and residents revaluing the cost against the convenience of free trips to local refuse centres.

Economics of scale, questions the sustainability of providing this service.

Our neighbouring authority, Guildford Borough Council, with a subscription Charge of £45, appear to be able to sustain a working service to their residents, in an area covered, with the exception of Guildford, being fairly rural.

Recommendation

That the Landlord Services Advisory Board recommend to the Executive Board that it instigates a service review on a verger of Garden Waste collection with Guildford Borough Council, or other authority.

This review should evaluate the opportunities of addressing the "economies of scales", "Subscription numbers" and a reduction in over running cost which would be reflected in future subscription costs.

Although Environmental Services may not fall within the remit of the Landlord Advisory Service Board, along with the raising costs of all services, this is a concern to all residents of Waverley, be they Residents or Tenants, in private owned or Waverley property.

Terry Daubney
Vice Chair
Landlord Service Advisory Board
Waverley Borough Council

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.				

Meeting date	Report	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
	Outcome – Board pleased to hear progress and commitment to Waverley contract. Action – to circulate powerpoint presentation and Kris Shipway be invited to attend September 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	Feedback comments to Strategic Asset Manager	Board	At meeting

		to inform garage management strategy			
	Outcome – Board resolved to request a service plan action and budget for garage appraisals in 2023/24.				
	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
	Outcome – Board noted update and supported proposed changes to Tenancy Policy and Tenancy Strategy				
	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
	Outcome – Board noted update and letters to be distributed w/c 2 May 2022				

Meeting date	Report TBC	Reason	LSAB action	Decision by	Decision date
26 May 2022					
	Tenancy Review project – self assessment against Regulatory Tenancy Standard	To provide written progress report on project and regulatory context	Feedback comments to Service Improvement 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
	Tenants Panel – Garden Waste Collection	To consider cost and scale of service	To identify issues to raise with Executive	Board	At meeting
	Head of Housing Operations Matters Arising	To consider live operational and strategic issues	To consider areas for further review and future reports	Board	At meeting

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
30 June 2022					
	Tenancy consultation findings inc Agreement	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
	Presentation from Responsive Repairs and Voids contractor	Meet contractor, review performance against service promises.	Identify any areas wish to comment on, explore or examine further and agree	Board	At meeting

			reporting cycle. Feedback comments to Operations Manager		
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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