

LANDLORD SERVICES ADVISORY BOARD

Thursday, 30 March 2023 - 10.00 - 11.30 am

Committee Room 1, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Members:

Cllr Paul Rivers (Chair)

Terry Daubney, Waverley Tenants' Panel
(Vice Chair)

Cllr Jacquie Keen

Cllr Stephen Mulliner

Cllr John Robini

Cllr Michaela Wicks

Chris Austin, Lucas Field Residents Group

Robert Stratford, Waverley Tenants Panel

Danielle Sleightholme, Waverley Tenants
Panel (Co-Optee)

1 Apologies for absence

To receive apologies for absence.

2 Notes of the previous meeting (Pages 5 - 10)

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 Questions from Members of the Public

Questions from Members of the Public to be received.

5 Questions from Members

Questions from Members to be received.

6 Customer Experience Group Presentation (Pages 11 - 14)

CEG members to give presentation and provide information and plan for the group.

7 **Tenant Satisfaction Measures Project update** (Pages 15 - 28)

To share details of the Tenant Satisfaction Measures (TSMs), a regulatory requirement, and advice on the progress made by the team in preparation for reporting requirements in April 2024.

8 **Housing Operations Service Plan 2022/24** (Pages 29 - 36)

The report introduces the Housing Service Plan for the Board's review and comment. The service plans are reviewed annually and contain a three year rolling programme of objectives. The 2022/25 plan received a light touch update for 2023/26 by Executive Head of Housing, as the plan's themes remain relevant and important.

9 **Q3 Performance report** (Pages 37 - 50)

The Corporate Performance Report, set out at Annexe 1, provides an analysis of the Council's performance for the third quarter of 2022-23. This report also includes the results of the annual review of Key Performance Indicators.

10 **Housing Asset Management Strategy Implementation Progress report**
(Pages 51 - 54)

The report provides an update on the progress made on the implementation of the Housing Asset Management Strategy (HAMS) which was agreed in April 2022.

11 **Decant Policy** (Pages 55 - 68)

To introduce the purpose for a decant policy and review the draft updated version following lessons learnt from experience and a complaint and new financial thresholds.

12 **Executive Head of Service Update incl. Heating complaints** (Pages 69 - 70)

The Board to receive a verbal update from the Executive Head of Housing Service.

Additionally, the Executive requested information regarding the scale of complaints relating to heating failures in Council homes, following a number of complaints escalated to Members and a series of social media community posts. The Executive requested the information be shared with LSAB, following the Briefing on 28 February 2023.

13 **Executive Feedback on LSAB comments**

Presentation from the Leader/Co-Portfolio Holder for Housing detailing feedback from the Executive on comments made by the Board.

14 **Review Work programme** (Pages 71 - 84)

Annalisa Howson to discuss the work programme.

15 **Date of next meeting**