

LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

Thursday, 28 September 2023 - 10.00 am

Council Chamber, 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 Alan Morrison

Cllr John Robini

Chris Austin, Lucas Field Residents Group

Robert Stratford, Waverley Tenants Panel

Sally Purcell, Waverley Tenants Panel

Cllr Janet Crowe

Danielle Sleightholme (co-optee)

1 Apologies for absence

To receive apologies for absence.

2 Notes of the previous meeting

To agree the notes of the meeting held on 20th JULY 2023 attached here and published on the Council's website.

3 Declarations of interest

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

4 Questions from Members of Public

5 Questions from Members

6 Responsive Repairs and Voids Update

Matt Alexander (Housing Operations Manager) to deliver presentation with contract manager and contactor (Ian Williams).

7 Customer Experience Group presentation

Presentation from the Customer Experience Group and Joseph Warriner

(Housing Graduate Management Trainee) highlighting Complaints Review and recommendations from the CEG.

8 **Regulator for Social Housing Consultation** (Pages 5 - 56)

Following the newly enacted housing legislation, the Regulator for Social Housing is now consulting on a set of 4 proposed consumer standards and a Code of Practice.

Recommendation

That the Board considers the RSH proposals and comments on the:

- proposed Safety and Quality Standard
- proposed Transparency, Influence and Accountability Standard
- proposed Neighbourhood and Community Standard
- proposed Tenancy Standard, and
- proposed Code of Practice

9 **Q1 Corporate Performance Report (2023-24)** (Pages 57 - 72)

The Q1 Corporate Performance Report, Annexe 1, provides an analysis of the Council's performance for the first quarter of 2023/24.

The Housing Service performance information has been extracted for the LSAB. The full performance report can be found on the Council website.

The report to be presented to the Board for comment and recommendations to be made to the Executive or Joint Management Team.

10 **Asset Management IT Solution** (Pages 73 - 108)

Board to consider the Asset Management System Procurement report and annexes.

Formal Decision to be taken by Cllr Paul Rivers, Co-Portfolio Holder for Housing (Services & Operations) in the meeting to follow.

11 **Aids and Adaptations Extension Procurement** (Pages 109 - 118)

Board to consider proposal to undertake major adaptations to a Council property, as set out in the report.

Formal Decision to be taken by Cllr Paul Rivers, the Co-Portfolio Holder for Housing (Services & Operations), in the meeting to follow.

12 **HRA ex local authority buy back** (Pages 119 - 158)

Board to receive report and annexes for note and comment.

Formal Decision to be made by Paul Rivers, Co-Portfolio Holder for Housing (Services & Operations), in the meeting to follow.

13 **Work programme**

Work programme to follow.

14 **Date of next meeting**

The next meeting of the LSAB will be held on 19th OCTOBER 2023.