

# LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

Thursday, 30 November 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

Cllr Janet Crowe

Chris Austin, Lucas Field Residents Group

Robert Stratford, Waverley Tenants Panel

Sally Purcell, 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**

To agree the notes of the previous meeting held on 19<sup>th</sup> October 2023 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**

To receive questions from members of the public.

### **5 QUESTIONS FROM MEMBERS**

To receive questions from Members of the Council.

### **6 Q2 CORPORATE PERFORMANCE REPORT 2023-24 (Pages 5 - 18)**

The Q2 Corporate Performance Report, Annexe 1, provides an analysis of the

Council's performance for the second 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.

### **Recommendation to Landlord Services Advisory Board:**

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

- 1) identifies any areas for comment or further exploration, and
- 2) makes any recommendations to senior management or the Portfolio Holders for Housing as appropriate.

#### **7 AIDS AND ADAPTATIONS SURVEY FEEDBACK - OCTOBER 2023 (Pages 19 - 20)**

Board to review the Customer Experience Group's findings and recommendations following the Aids and Adaptations Survey - October 2023.

#### **8 HOUSING DECANT POLICY (Pages 21 - 32)**

The report aims 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.

### **Recommendation to the Landlord Services Advisory Board**

It is recommended that the Board:

- review the decant policy and make any comments to Joint Executive Head of Housing Services and Co-Portfolio Holder for Housing (Operations and Services),
- supports the adoption and implementation of the policy, and
- to consider and advise, the Service Improvement Manager, on the procedural queries raised.

#### **9 RE-LET REVIEW PROGRESS UPDATE**

The Board to receive an update on the progress of the Re-let Review from Annalisa Howson, Housing Service Improvements Manager

#### **10 EXECUTIVE HEAD OF HOUSING UPDATE**

The Board to receive an update from Andrew Smith, Executive Head of Housing.

#### **11 WORK PROGRAMME**

Work programme to follow.

#### **12 DATE OF NEXT MEETING**

HRA Finance Session – 13<sup>th</sup> December 2023 at 10am.  
Next meeting – 25<sup>th</sup> January 2023 at 10am.