

# LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

Thursday, 28 March 2024 - 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

Robert Stratford, Waverley Tenants Panel

Rod Blackmore, Waverley Tenant's Panel  
(Substitute)

Sally Purcell, Waverley Tenants Panel

### **1 APOLOGIES FOR ABSENCE**

To receive apologies for absence.

### **2 NOTES OF THE PREVIOUS MEETING (Pages 3 - 8)**

To agree the notes of the meeting on 29 February 2024, 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 Q3 CORPORATE PERFORMANCE REPORT 2023/24 (Pages 9 - 22)**

To receive extract from the Q3 Corporate Performance Report 2023/24 relating to areas with the remit of this Board.

### **7 HRA HARDSHIP POLICY REVIEW (Pages 23 - 28)**

Board to receive breakdown of expenditure and discuss suggestions to update

policy to reflect increased fund and 53-week rent year. Attached is a breakdown of the current policy.

8 **TENANT SATISFACTION MEASURES (TSM) SURVEY PRESENTATION**  
(Pages 29 - 64)

Board to receive a presentation detailing Acuity information and to discuss areas of interest, further investigation and improvement to inform an action plan to come back to the LSAB for monitoring.

9 **HEAD OF SERVICE UPDATE**

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

10 **MONTHLY DASHBOARD UPDATE**

Amy Walton, Service Improvement Officer, to update the Board.

11 **Date of next meeting**