LANDLORD SERVICES ADVISORY BOARD (EXECUTIVE WORKING GROUP)

Thursday, 27 June 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 Andrew Laughton
Cllr Jacquie Keen
Cllr Alan Morrison
Cllr John Robini
Robert Stratford, Waverley Tenants Panel
Blackmore, Waverley Tenant's Panel
(Subsitute)
Sally Purcell, Waverley Tenants Panel
Chris Austin, Lucas Field Residents Group

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 held on the 30 May 2024.

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   **ANNUAL SELF-ASSESSMENT AGAINST THE HOUSING OMBUDSMAN'S
         COMPLAINT HANDLING CODE AND REPORTS ON THE HOUSING
         SERVICE'S COMPLAINTS HANDLING PERFORMANCE AND ITS LEARNING
         FROM THE COMPLAINTS** (Pages 7 - 48)

         To receive feedback from the board on the report being published and to receive
         their comments to inform the response from the governing body that will be
         published alongside it.

7   **HOUSING SERVICE'S COMPENSATION POLICY REVIEW** (Pages 49 - 56)

To ask the Board to review the clarity and content of the policy before the Portfolio Holder and Head of Service approve the revised policy. To give the reader a clear understanding when compensation, refunds and reimbursement payments will be made by the Service.

8   **WAVERLEY HOMES STANDARD INFORMATION NOTE** (Pages 57 - 58)

To inform the Landlord Services Advisory Board of an intended project that will involve Waverley Borough Council tenants and leaseholders.

9   **Customer Experience Group Update and Questions** (Verbal Report)

10   **Housing Dashboard (Standing item)** (Verbal Report)

11   **EXECUTIVE HEAD OF HOUSING UPDATE** (Pages 59 - 62)

To give a verbal update to the Portfolio Holders and Board members.

12   **Date of next meeting**