

Appendix 1

	Recommendation	Owner	Target date	Progress November 2019
1	A review is undertaken of the Council's Allocation policy, to ensure an easy application process for all eligible residents, including local workers, and more representative demand data is collected.	Housing Needs Manager	December 2019 2020	The review of the Allocation Policy was put on hold until the Business Transformation project relating to Housing Options was concluded. This work is now complete and the review will be revisited in the new year.
2	A review is undertaken of the level of customer satisfaction with how enquiries are dealt, comparing existing data with the results of this research, and action taken as necessary.	Service Improvement Manager	January 2020 Summer 2020	The comprehensive tenant satisfaction survey (STAR) is programmed to be completed by the end of Q1 2020/21 and will be compared to the findings of the Council Housing: Pride or Prejudice report.
3	The call for tender and subsequent evaluation of bids for contracts for services that involve entering a tenant's home or engaging with tenants should include focus on the conduct of operatives.	Head of Housing Operations	Ongoing	Waverley's Code of Conduct was included as part of the procurement process for the new repairs and maintenance contract and will be included in the asbestos, gas, water hygiene and electrical testing and associated works contracts being procured in 2020.
4	'Kerb appeal' and maintenance of outside areas should be included in the 2021 – 2026 Asset Management Strategy.	Strategic Asset Manager	September 2020	The new Strategy is being developed and will include provision for maintenance of outside areas.
5	Priority areas for improvement (both by location and type of issue) should be identified with a plan of remedial action created and implemented in order to address areas of external appearance in most need of improvement.	Strategic Asset Manager	December 2019 2020/21	The Asset Management Team will be undertaking stock condition surveys to establish base line and identify priority areas. The budget for this work will be included in the budget proposals coming to this committee January 2020 and Ex
6	Opportunities for the implementation of a maintenance levy applied to right to buy tenants should be investigated in order to	Head of Housing Operations	December 2019 March 2020	The team has identified three possible areas to apply a 'maintenance levy' on homeowners. The investigation into these possibilities will be complete by March 2020.

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	secure continued adequate maintenance of outside areas.			
7	Tenants' views provided in the responses should be reviewed to see if there is any correlation between them, either positive or negative, and particular areas of Waverley's social housing stock.	Service Improvement Manager	July 2019 2020	This piece of work is in progress and will be completed in the new year. Its findings will be used to inform the Asset Management Strategy.
8	The Council should review whether or not the introduction of flexible tenancies has so far met the original objectives set in 2014.	Tenancy and Estates Manager	November 2019 2020	Officers will conduct the review when the first cycle of flexible tenancies comes to an end in 2020.
9	The Council should investigate the development of the range of housing available including shared ownership and other sub-market rent tenures.	Head of Housing Delivery and Communities	In progress / 2020	The first handover of shared ownership units (Amlets Lane, Cranleigh) are scheduled for December 2019, with potential for future units in the borough. Delivery of market rented tenure through the General Fund or a Local Housing Company is currently being considered with discussion ongoing and legal advice expected.
10	The Council should develop its communication on allocation criteria to better educate members of the public on who is eligible for social housing.	Service Improvement Manager	April 2020	In progress. Social housing and eligibility was promoted through the 100 year celebrations, staff induction and shared ownership events. Further communications plan to be developed following the Allocations Policy review.
11	Following the implementation of recommendations 1, 7 and 8, the Council should undertake a reassessment of housing need to inform the business case for the development of different types of properties and tenures.	Head of Housing Delivery and Communities	March 2020	Can be progressed after recommendations 1, 7 and 8 are completed. Due March 2020
12	The Committee supports the Affordable Housing Supplementary Planning Document on its agenda for 26 February 2019.	Housing O&S Committee	February 2019	Completed.

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13	The outcomes of the reviews in recommendations 1, 2, 5 and 8 should be brought before the Housing O&S Committee for scrutiny.	Policy Officer – Scrutiny	As reviews are completed	As the reviews in 1, 2, 5 and 8 are completed the outcomes will be brought to this committee.
14	The gaps in demographic responses should be filled by approaching schools and those who live in towns with the survey in order to obtain the views of those demographic groups missing from the data.	Policy Officer – Scrutiny	July 2019	Not achieved and not currently a priority.
15	This report should be used in the induction of all staff and councillors to educate them on any misconceptions or potential unconscious bias around social housing, with the purpose of ultimately ensuring professionalism in service delivery.	Corporate Policy Manager and Housing Delivery and Communities	May 2019	The report was used in the induction of both contractors, at the contractor open day, and at staff induction sessions.
16	The Council should consider signing up to the national ‘See the Person’ campaign.	Service Improvement Manager	May 2019	Completed
17	The composition of regular data sources (for example the Citizens’ Panel) should be reviewed in terms of overall representativeness with the intention of identifying and recruiting members in those demographic groups that are currently underrepresented, and with an overall aim of more closely matching the established demographic composition of the borough.	All Heads of Service	December 2019	The Citizens’ Panel survey was identified as the only survey of this kind and is being reviewed as part of the new Communications and Engagement Strategy. The participatory budgeting exercise commissioned by the Budget Strategy Working Group surveyed 600 randomly selected representative residents.
18	The data gathered should be offered to universities for use in Master degree studies.	Policy Officer - Scrutiny	March 2019	Completed. The data have been shared with a University of Surrey student completing a masters dissertation on stigma around social housing.