

Tenant & Leaseholder Board Feedback

Housing Service Vision



- ❖ Due to historic issues the confidence in the Council was limited.
- ❖ A meeting with Senior Council Officers on the 6th July, discussed the Vision for the Housing Service with the Tenant & Leaseholder Board
- ❖ The outcome is that the Tenant & Leaseholder Board have a good understanding of the Vision
- ❖ The Tenant & Leaseholder Board has not requested any changes to the Vision
- ❖ The Tenant & Leaseholder Board have summed up their comments about the Vision as “cautiously optimistic”
- ❖ The Board provided feedback on what they think “tenants being at the heart of the service” means.....

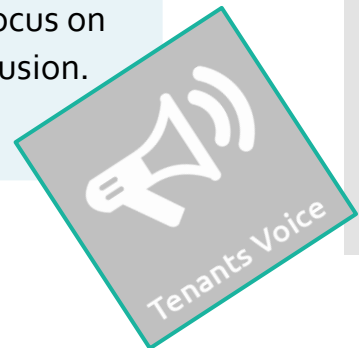
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- ❖ There is an expectation that all tenants & leaseholders will be given opportunities to be involved in, consulted on, or facilitate the following:



Tendering process	Voids	Disabled adaptations	Garden Competition
Contract interviews	Stock survey	Annual conference for all tenants	Engagement with tenants at all levels
Environmental Improvement Programme	Have their own communication group (with logo)	Contractor contract meetings/KPIs etc.	Leaseholders involved with costings etc.
Estate inspections	Workshops & training	ASB – regular meetings with CSU (patches)	Validation of Satisfaction
Scrutiny panel for tenants	New builds – architects & plans upwards	Independent Living Schemes – estate inspections	renewed focus on tenant inclusion.



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- ❖ Tenant & Leaseholder Board has been consulted on, or been involved in:
 - the Vision for the Housing Service
 - Interviews for senior specialist posts within the housing service
- ❖ We will also be involved in agreeing the patch areas for Neighbourhood Officers.
- ❖ We will need to recruit more participants from the wider tenant base to joint board members on the Scrutiny Panel and Communications Group.

