

HOUSING MT UPDATE REPORT

NAME OF HIT: Homes & Communities

DATE OF HMT: 18 April 2019

SUMMARY OF LAST QUARTER'S ACTIVITY:

There has not been much activity in the last quarter as the group has been in hiatus as the community housing team review progresses. Meeting of the group scheduled for 25 April 2019.

Maureen Stronach has been invited to next meeting to give update on 'housing online' and talk about the opportunities for some of the work being undertaken by the group to be digitalised.

The main piece of work for the next month will be the revised SST, based on the new model agreement. The one developed may be an interim measure until a more user friendly and digital version can be introduced.

PRIORITIES FOR NEXT QUARTER:

- Housing online links
- Review workplan
- New SST model (2014 Act) to be discussed
- Review allocations policy for garages
- ASB procedures – Maria Solomon taking forward.
- DTI letters to be reviewed
- Review tenancy pack – online rather than paper copy
- Tenancy check list review

SUMMARY OF KEY PERFORMANCE DATA AND ANALYSIS (NOTING ANY SIGNIFICANT CHANGES IN PERFORMANCE):

End of year satisfaction with home when moving in is 88.77% (2018/19). This is slight decrease on the previous year.

No data available around ASB

PROGRESS AGAINST CHARTER OUTCOMES:

Percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 17) 2017/18 – 81.66%

Percentage of tenants satisfied with the standard of their home when moving in (Indicator 9) 2017/18 – 89.17%

Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets (Indicator 19) 2017/18 – 99.30%

Percentage of lettable houses that became vacant in the last year (Indicator 21) 2017/18 – 8.89%

Gypsies/travellers – Average weekly rent per pitch (Indicator 36) 2017/18 - £52.72

For those who provide sites – percentage of gypsies/travellers satisfied with the landlord's management of the site (Indicator 37) 2017/18 – 66.67% (12 answers)

ANY DISCUSSION POINTS:

Customer satisfaction will form part of discussion at HMT.

HIT CHAIR: Ian Kennedy