

**A MEETING OF THE HOUSING BOARD
WAS HELD ON 12 JUNE 2024**

Councillors Ms Ballard, Durrant, Herridge, Jessop, Miss Kelly, Hutchison, Chegwyn and Namdeo

PART II MINUTES

1. UPDATE ON HOUSING SERVICE PREPAREDNESS FOR SOCIAL HOUSING (REGULATION) ACT 2023

Consideration was given to a report by the Head of Housing advising Members of the legislative and regulatory changes that have been introduced following the publication of the Social Housing White Paper in 2000.

Members were advised that the introduction of the changes had created a lot of work for the department. Many policies were having to be refreshed, and the Complaints Policy update would be taken to the next P&O Board. They were advised that the senior managers already had the necessary qualifications, and would only require an update on a couple of modules. Apprenticeships were being considered for housing officers to assist with succession planning.

The Head of Housing agreed that it was not a White paper but an Act that had instigated the changes to legislation.

Members were advised that a grace period had been granted to Local Authorities with a deadline of the end of June to submit the Tenant Satisfaction Measures. They were advised that due to a lot of work already started, this deadline could be achieved. This also included the Tenant Perception Survey.

Members wished to acknowledge the work created by this legislation and thanked the Head of Housing and her team for working so hard to achieve what they had in a short time.

Following a question from a Member, the Head of Housing advised that the percentage of customer satisfaction regarding complaints, although appearing low, compared favourably with our neighbouring authorities and social housing providers. Once the new Complaints Policy had been confirmed by the P&O Board, all staff would receive training on the new processes and standards. New software would improve the capturing of Anti-Social Behaviour data.

Members were advised that as well as having to report performance, an improvement plan would need to be submitted to the Housing Ombudsman.

RESOLVED: That the Board noted the legislative and regulatory changes, and the actions taken by the Housing Service in response to these changes.

2. ANY OTHER ITEMS

Following a question from a Member the Head of Housing Services agreed to share with the Board members information on vacant/void properties.

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The Head of housing Services updated Board members on the status of the properties recently affected by fire

CHAIRMAN

Concluded at 6.14 pm