

COMMITTEE:	TENANTS ADVISORY GROUP
DATE:	28TH JANUARY 2001
SUBJECT:	BEST VALUE REVIEW OF HOUSING MANAGEMENT PART 2
REPORT OF:	TENANT SERVICES MANAGER
Ward(s):	All
Purpose:	To give members an update on the progress of the Review and to highlight a specific recommendation about Tenants Advisory Group.
Contact:	Adrian Channon Tel. 01323 415325 or internally on extension 5325.
Recommendations:	That members note the general progress and agree the recommendation about Tenants Advisory group.

1.0	<u>Introduction</u>
1.1	<p>The Best Value Review of Housing Management (part 2) started in November 2001. It covers the following areas:</p> <ul style="list-style-type: none"> · Estate Management · Rent and leaseholder service charge administration and arrears control · Tenant Participation

1.2	There is one overall review group with 3 working groups looking at the 3 service areas covered by the Review.
1.3	There have been two rounds of meetings of all the Groups so far and a number of issues have been highlighted. One of the issues concerns the operation of the Tenants Advisory Group itself and is detailed below.
2.0	<u>General issues raised during the Review</u>
2.1	A number of items in all three service areas have been highlighted so far. These will all be investigated for potential improvement or implementation either during the course of the review or in the longer term.
2.2	<p>They include:</p> <ul style="list-style-type: none"> · Improvements to Rent statements and letters · Review of rent arrears procedures (to ensure early intervention) · Promotion of the importance of paying rent and all the different methods available for payment · Rent account balancing (Investigation of weekly balances) · Review of nuisance procedures · Improvements to systems for issuing keys to tenants (particularly communal entrance keys) · Role of Estate caretakers (how more of their time can be spent on estate management duties) · Improving publicity for Tenants Associations · Producing a leaseholder handbook with input from leaseholders · Investigating funding opportunities for tenant groups

2.3	<p>Tenants Advisory Group (TAG)</p> <p>The Review Group highlighted the issue of the Tenants Advisory Group itself and how tenants could be more involved in it.</p>
2.4	<p>TAG had become a substitute for Housing Committee and the majority of reports considered by it come from officers.</p>
2.5	<p>In order to allow tenants to have more input into the agenda, the Tenants Association Forum (comprising representatives from all Tenant Associations) could be used.</p>
2.6	<p>By the Tenants Association Forum meeting approximately 6 weeks before TAG, items that tenants wanted on the agenda could be agreed and reports prepared in time for TAG.</p>
3.0	<p><u>Consultations</u></p>
3.1	<p>The suggestions for improving tenant input to TAG have been discussed with tenant representatives involved in the Best Value Review who are in favour.</p>
4.0	<p><u>Implications</u></p>
4.1	<p><u>Human Resource Implications</u></p> <p>None</p>
4.2	<p><u>Environmental Implications</u></p> <p>None</p>
4.3	<p><u>Financial Implications</u></p> <p>None</p>

4.4	<p><u>Youth Implications</u></p> <p>None</p>
4.5	<p><u>Human Rights</u></p> <p>None</p>
4.6	<p><u>Community Safety</u></p> <p>None</p>
4.7	<p><u>Anti-Poverty Implications</u></p> <p>None</p>
5.0	<p><u>Conclusion</u></p>
5.1	<p>Achieving more tenant input into the agenda of TAG will help to revitalise it and make it more interesting for Tenant representatives who attend. It should allow for more discussion on issues that affect all tenants.</p>
<p>Adrian Channon</p> <p>Tenant Services Manager</p>	
<p>Background Papers:</p> <p>The Background Papers used in compiling this report were as follows:</p> <p>Minutes of Best Value Review Group meetings</p> <p>To inspect or obtain copies of background papers please refer to the contact officer listed above.</p>	
(document reference)	