

COMMITTEE:	TENANTS ADVISORY GROUP
DATE:	23 JULY 2002
SUBJECT:	BEST VALUE REVIEW: HOUSING MANAGEMENT – PART II
REPORT OF:	JANET CANNY, HEAD OF HOUSING MANAGEMENT
Ward(s):	ALL
Purpose:	To update the Advisory group on the progress of this review.
Contact:	Janet Canny, Head of Housing Management Telephone 01323 415306 or internally on extension 5306.
Recommendations:	Tenants Advisory Group Members are asked to comment on the outcomes of the Best Value Review to date.

1.0	<u>Background</u>	
1.1	Tenants Advisory Group last received a progress report in April 2002. Since that meeting, the Best Value Review team has continued to meet on a monthly basis. The issues it has deliberated are outlined within the main body of this report.	

2.0	<p><u>Key Issues</u> <u>being</u> <u>considered by</u> <u>the Review</u> <u>team</u></p>	
2.1	<p>The Review has concentrated on the following aspects of service provision, namely: Estate Management, Revenue Collection and Tenant and Leaseholder participation.</p>	
2.2	<p>The key challenges are as follows:</p> <ul style="list-style-type: none"> Ø To examine and make recommendations on the use of “Introductory Tenancies” and associated measures to assist in the enforcement of tenancy obligations. Ø To examine service standards and their role in forming the above Contracts. Ø To ensure the functionality of the links between Housing Management, Youth Offending and the Crime Reduction Partnerships. Ø To consider the demand for and benefits of expanding the Estate Management role to include private sector and other Landlords. Ø To consider the current methods of collecting rent and to examine other options. Ø To review the effectiveness of leaseholder and tenant consultation. 	

3.0	<u>Key recommendations made by the Review team to date</u>	
3.1	The review team has considered reports back from the working groups in respect of Estate Management, Rent Collection and Tenant Participation. Details of the full recommendations of those groups are in appendix 1 of this report.	
3.2	<p>The Review team has been in broad agreement with the recommendations to date. There are some matters, which have required further consideration, namely Introductory Tenancies, Leaseholder charging policies and also the issues surrounding Tenant Governance. The recommendations</p>	

**the appendix,
are also to be
streamlined
and grouped to
give clarity to
the priorities.**

3.3	There has been much debate over the role of Tenants Advisory Group and the role of tenants in making key decisions on how services are provided. The Review Team has asked that further information is sought as to how a Board Of Management may be established, with a view to allowing Tenants increasing involvement in service delivery. The Review team will consider this in August, and a further report will be bought to Tenants Advisory Group.	
4.0	<u>Human Resource, Environmental, Financial, Youth and Anti-Poverty Implications</u>	
4.1	There are no specific implications identified at this time.	
5.0	<u>Conclusions</u>	
5.1	Members are asked to comment on the outcomes of the Best Value Review to date.	

Janet Canny Head of Housing Management	
Background Papers: The Background Papers used in compiling this report were as follows: Minutes of Best Value Review, Housing Management Part II Meetings To inspect or obtain copies of background papers please refer to the contact officer listed above.	