

TENANTS FORUM	Agenda Item 9(iii)
Thursday 14 th July 2016	

Tenants Overview and Scrutiny Panel Topics for Next Scrutiny

This report provides a summary of the main areas of consideration for a full scrutiny by the Tenants Overview and Scrutiny Panel.

The agenda item will involve opportunity for discussion.

INTRODUCTION

The TOSP have carried out 3 major scrutiny processes in the past 2 years and are currently seeking a decision by the Tenants Forum on their next Scrutiny topic.

AREAS OF CONSIDERATION

Area of Consideration	View of the Panel
Responsive Repairs Performance	The Panel have been monitoring the performance of responsive repairs, having carried out a scrutiny of repair reporting. The Panel are currently working with Leona Mantle and Simon Haile in order to progress the recommendations approved by the Tenants Forum and feel that a further scrutiny would be critical in the future, when new processes have been embedded.
Voids	The Panel is currently intensively monitoring voids performance.

Capital Programme	The Panel considers that the Tenants Forum currently receive very comprehensive information from Darren Ibell.
Customer Service Standards	The Panel have been asked to represent the view of Tenants by participating in a review of Customer Service Standards this autumn.
Anti-Social Behaviour	The Panel have recently had training on Anti-Social Behaviour and will require further training before a detailed scrutiny can be completed.
Tenant and Resident Involvement	The Panel would like to carry out a full scrutiny into the promotion of resident involvement and the effectiveness of communications with tenants.

NEXT STEPS

When the TOSP receives direction from the Tenants Forum, along with input from Officers, a decision will be made on the next Scrutiny Process.

The Tenants Forum will be notified of the intended review in the September 2016 meeting of the Tenants Forum. Thereafter, the Tenants Forum will receive regular updates and progress summaries from the TOSP.

Leona Mantle
Tenancy Services Manager
 &
 Martyn Lund
Chair of TOSP

4th July 2016