

Housing Landlord Services

Scrutiny 29 September 2021

Purpose

Recommendations:

- ▶ Consider the report
- ▶ Receive further reports annually

Purpose:

- ▶ Oversight of the monitoring arrangements between the Council and its housing managing agents.
- ▶ Respond to the Social Housing White Paper, Consumer Standards and requirements of the Social housing Regulator.

Background

- ▶ Role of the Council to monitor the services provided by the housing managing agents and their performance.
- ▶ Includes, but not limited to: tenancy management, repairs, lettings and voids and collection of rent.
- ▶ White Paper, The Charter for Social Housing Residents
- ▶ Role of the Social Housing Regulator; reactive to proactive
- ▶ Timely to review the Councils monitoring and reporting arrangements

Progress

- ▶ Consumer standards; Home Standard, Tenancy Standard, Neighbourhood and Community Standard, Tenant Involvement and Empowerment Standard.
- ▶ Housing Provider Boards, and in the case of a local authority, Councillors are responsible for ensuring that housing providers meet the Consumer Standards.
- ▶ Responsibility of the Council, not the housing provider.
- ▶ Monitoring arrangements listed in point 3.2.
- ▶ Independent review of compliance against the Consumer Standards
- ▶ Next Steps; action plan, internal Audit, further reports to Scrutiny.

Questions for Scrutiny to Consider

- ▶ The Panel are asked to consider the measures that have been taken and outlined in this report to provide oversight of the housing management functions on its behalf by the Housing Managing Agents to ensure it provides sufficient assurance of compliance with the requirements of the Regulator of Social Housing's Consumer Standards and the Social Housing White Paper.
- ▶ The panel are also recommended to note the responsibilities of Councillors with regard to the Consumer Standards, in particular the requirements to:
 - ³⁵/₁₇ Maintain an oversight of the housing stock
 - ³⁵/₁₇ Understand the performance of the managing agents
 - ³⁵/₁₇ Understand the compliance and legislative requirements
 - ³⁵/₁₇ Receive annual reports on performance and compliance
 - ³⁵/₁₇ Quarterly monitoring to Cabinet
- ▶ Request to raise any concerns regarding performance or compliance with Housing Strategy.