

Democratic Services Officer: Erica Keegan (Ext. 37547)

24 October 2013

## **HOUSING & CUSTOMER SERVICES WORKING GROUP**

A meeting of the Housing & Customer Services Working Group will be held in Committee Room 1 at the Arun Civic Centre, Maltravers Road, Littlehampton on **Thursday, 7 November 2013 at 6.00 pm** and you are requested to attend.

Members: Councillors; Clayden (Chairman), Edwards (Vice-Chairman), Bicknell, Mrs Bower, Mrs Goad, Mrs Harrison, Haymes, Mrs Oakley, Oliver-Redgate, Mrs Pendleton, Squires, Dingemans (Cabinet Member), Mrs Madeley (Deputy to Cabinet Member), Elkins (Cabinet Member), Gammon (Deputy to Cabinet Member)

## **A G E N D A**

### 1. APOLOGIES FOR ABSENCE

Please send your apologies to Erica Keegan – tel: 01903 737547 or e-mail: [erica.keegan@arun.gov.uk](mailto:erica.keegan@arun.gov.uk)

### 2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declaration of personal and/or prejudicial/pecuniary interests that they may have in relation to items on this agenda.

You should declare your interest by stating:

- a) the item you have the interest in
- b) whether it is a personal interest and the nature of the interest
- c) whether it is also a prejudicial/pecuniary interest

You then need to re-declare your interest and the nature of the interest at the commencement of the item or when the interest becomes apparent.

3. MINUTES

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 10 September 2013.

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. GAS SAFETY CERTIFICATES VERBAL UPDATE

The Head of Housing will update Members on the current position with respect to Gas Safety Certificates.

6. CUSTOMER SERVICES BRIEFING ON LOCAL GOVERNMENT ASSOCIATION PEER REVIEW

A verbal update from the Head of Human Resources and Customer Services

7. ARUN DIRECT PERFORMANCE UPDATE

A presentation from the Contact Centre Manager.

8. UPDATE ON HOUSING DEVELOPMENT PROGRESS

A presentation from the Housing Project Development Officer.

9. \*UNDER OCCUPANCY INCENTIVE SCHEME

This report reviews the Council's Homes Under-Occupation Scheme which is currently in place. The purpose of the scheme is to encourage under-occupying tenants to move to smaller accommodation, which meets their household needs; to make the right sized properties available for customers on the Housing Register; to help tenants affected by the Bedroom Tax to move to right-sized accommodation and to reduce the potential for rent arrears as a result of the Under-Occupancy. Members are requested to consider the report's recommendation.

10. \*NEW HOUSING IT SYSTEM UPDATE

This report provides background and detail in relation to the procurement of the replacement I.T. Housing System.

11. \*WORK PROGRAMME 2013/14

To note the work programme for 2013/14 and make any necessary amendments. To also note that the next meeting of the Working Group is subject to change to accommodate the LGA Peer Review.

(Note: \*Indicates report is attached for Members of the Committee only and the Press (excluding exempt items). Copies of reports can be viewed on the Council's web site at [www.arun.gov.uk](http://www.arun.gov.uk) or can be obtained on request from the Committee Manager.)

'Subject to Approval at the Next Working Group Meeting'

HOUSING & CUSTOMER SERVICES WORKING GROUP

10 September 2013 at 6.00 p.m.

Present: - Councillors Clayden (Chairman), Bicknell [from minute 6], Mrs Bower [from minute 1 to 7], Mrs Oakley, and Squires

Councillors Dingemans, Elkins and Mrs Madeley were also present for either all or part of the meeting.

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mrs Goad, Mrs Pendleton & Oliver-Redgate.

2. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

3. MINUTES

The Minutes of the meeting held on 16<sup>th</sup> July 2013 were approved by the Working Group and were signed by the Chairman.

4. GAS SAFETY CERTIFICATES VERBAL UPDATE

The Head of Housing confirmed that on 10<sup>th</sup> September 2013 there were five gas safety certificates outstanding. It was clarified that two were at a stage where hand delivered letters would be used, two were being progressed by the Legal Team and one was expected to be completed on 11<sup>th</sup> September 2013.

5. UPDATE ON THE PROGRESS WITH FORMULATION OF THE TENANTS SCRUTINY AND COMPLAINTS PANELS

The Senior Tenant Participation Officer, who was appointed at the end of May 2013, was introduced to the Working Group by the Head of Housing. The Policy & Performance Manager and the Senior Tenant Participation Officer then presented the report on Tenant Scrutiny and Complaints Panels. The results of the local consultation with Arun tenants and the proposed next steps were outlined.

It was explained that the Council had written to all Council Tenants requesting their views on various aspects of Tenant Scrutiny and Tenants Complaints Panel. Members were informed that the Council received 143 responses (3.4% response rate). As the respondent's time was being requested as voluntary participants in scrutiny and complaints it was felt that the response rate was positive. It was reported that the respondents

‘Subject to Approval at the Next Working Group Meeting’

supported the formation of a Tenants Complaint Panel and involvement with Tenant Scrutiny.

It was pointed out that the Out of Pocket Expenses Policy had been approved by the Cabinet Member for Housing which would help to remove the potential barrier to tenants getting involved.

The Senior Tenant Participation Officer outlined the next steps required for the formation of a Tenant Scrutiny Panel and a Tenants Complaints Panel which included:

- Invite all interested participants to an introductory meeting to clarify what is involved.
- Development of job descriptions and person specification.
- Undertake a recruitment process
- Training needs analysis and development of a training programme
- Appointment of official roles
- Statement of purpose / terms of reference

The Working Group discussed the response of the Council’s tenants and the report’s proposals. The main points considered were:

- The Complaints Ombudsman recommends that Local Authorities must ask tenants if they want a Complaints Panel and if their response is affirmative then its provision becomes a statutory duty of the Local Authority.
- Members expressed disappointment with the 3.4% response rate but noted that in the context of asking for voluntary help it was a good response.
- Members noted the statutory requirement but expressed the opinion that the systems put in place to facilitate the panels should be kept simple and free from bureaucracy.
- It was pointed out that with the right to buy, estates had become mixed tenure with both Council tenants and private occupants living in the same area. It was suggested that the Council support the formation of Resident Associations to represent both council tenants and private occupants. The Senior Tenant Participation Officer stated that, during the course of her work to engage tenants, she had worked with the Residents Associations at Bognor and Wick and also investigated Housing Associations progression with the formation of their panels.
- Members requested that Ward Councillors be kept informed of consultations with their constituents so that their support and knowledge could be offered.

Following discussion the Working Group noted the report and approved the proposed next steps.

'Subject to Approval at the Next Working Group Meeting'

## 6. ROUGH SLEEPERS AND COLD WEATHER PROVISION

The Head of Housing presented the report on Rough Sleeper and Cold Weather Provision and outlined the proposed way forward for the development of an improved service for homelessness. The Head of Housing requested that Members consider this service for a six month trial, from November 2013 to April 2014, and dependent on the outcome of this trial Members would be requested to consider a year round service for homelessness.

The Head of Housing explained that the service would be provided at Glenlogie in partnership with Stonepillow and described the homelessness support that would be offered. This support consisted of three weekly surgeries, overnight accommodation from 7pm to 8am, three lunches and evening meals per week, A10 Client Workshop and support to temporary accommodation. It was noted that the Council would be responsible for the maintenance of the basement at Glenlogie and the electric/heating costs. Stonepillow will underwrite the cost of staff required to support the provision of the overnight accommodation and finance the food and bedding laundry costs for the homeless clients.

It was confirmed that the purpose of the six month trial was to work towards a model that would mirror the good working elements of both the hub and hostel within the Chichester area with the provision of accessible services which would engage new and entrenched rough sleepers and provide a way out of homelessness.

Members discussed the report and supported the proposals.

The Housing and Customer Service Working Group agreed to;

### RECOMMEND TO CABINET

1. the adoption of the 6-month trial period for the enhanced Severe Weather Emergency Protocol (SWEP) at Glenlogie, Bognor Regis which would be open every night during the Winter Period (November 2013 – April 2014 inclusive) and provide 3 surgery-type daytime openings per week,
2. that a report be completed for the Housing & Customer Services Working Group following the 6-month trial period which identifies how support for homelessness is delivered.

## 7. CUSTOMER ACCESS STRATEGY

The Head of Human Resources and Customer Services presented the Customer Access Strategy report which set out the initial Action Plan to go with the Customer Access Strategy which was recently agreed. Members were informed that the Action Plan covered a number of areas of work and it would be expanded as individual services include their own projects. The report also described what Customer Services at Arun would look like at the end of 2014/15.

‘Subject to Approval at the Next Working Group Meeting’

The Head of Human Resources and Customer Services emphasised the plan to meet the changing needs of customers and the need to support joined up working with respect to Corporate Systems and Technology. Members were informed that part of the plan was to deliver the same level of reception service at Bognor Regis Town Hall that Arun Civic Centre had already provided. It was reported that the Communications Manager would provide a review of the Council’s website by the end of October 2013.

It was noted that the Council had bid for the sum of £270,000 from Central Government Funds to help facilitate the improvement with customer communications and overall service. It was explained that if this bid was unsuccessful a bid for funds would be requested from the Council’s Capital Programme. It was also noted that a large proportion of the Action Plan should be achieved within 18 months.

Members made comment that partnership working should be emphasised so that customers could experience a one stop shop service. It was noted that the Accommodation Strategy was being used to allocate space for partners that would like to base their operations at Arun Civic Centre. The Head of Human Resources and Customer Services informed Members that customers had access to a West Sussex County Council Network via reception and could be linked to the correct service provider as well as access to a public phone.

Comment was made that access to computer terminals should be provided for customers within the reception area as well as the provision of a list that identified all the local internet points and cafes.

In respect of the provision of services for vulnerable customers, with specific reference to the deaf, it was suggested that the Head of Human Resources and Customer Services could gain valuable information on customer access problems through contact with hospital audiology departments, private audiologists or through organisations such as Foresight.

Members of the Working Group noted the Action Plan.

#### 8. WORK PROGRAMME 2013/14

It was noted that a number of items had been listed but not scheduled. It was agreed that the update on Housing Development Progress would be scheduled for the next meeting on 7<sup>th</sup> November 2013. The new Housing IT system item was also scheduled for the meeting on 7<sup>th</sup> November 2013 to provide Members with an outline plan.

It was suggested and agreed that a verbal update will be given to Members on progress with the Rough Sleeper and Cold Weather Provision at the meeting to be held on 9<sup>th</sup> January 2014.

Members requested a report on Choice Based Lettings. It was noted that this topic could be covered within the Landlord Accreditation Scheme

‘Subject to Approval at the Next Working Group Meeting’

item already listed on the work programme when resources allow. It was agreed that the Head of Housing and the Chairman of the Housing and Customer Services Working Group would schedule this item and the remainder of items without allocated dates.

(The meeting concluded at 7.30pm)

AGENDA ITEM NO.9ARUN DISTRICT COUNCILHOUSING AND CUSTOMER SERVICES WORKING GROUP - 7<sup>TH</sup> NOVEMBER 2013


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Decision Paper

Subject : Under-Occupancy Incentive Scheme

Report by : Judy Knapp

Report date: October 2013

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EXECUTIVE SUMMARY

This Report reviews the Council's Homes Under-Occupation Incentive Scheme which is currently in place. The purpose of the scheme is to encourage under-occupying tenants to move to smaller accommodation, which meets their household needs; to make the right-sized properties available for customers on the Housing Register; to help tenants affected by the 'Bedroom Tax' to move to right-sized accommodation; and to reduce the potential for rent arrears as a result of the 'Under-Occupancy'.

RECOMMENDATIONS

That the Housing and Customer Services Working Group:-

1. Recommends to Cabinet the adoption of a modified Under-Occupation Incentive Scheme which will operate until 31<sup>st</sup> March 2014.
2. That a report is completed for the Housing & Customer Services Working Group which reviews the outcomes of the repromoted Under-Occupation Scheme with a view to it continuing, if it proves successful.

## 1.0 INTRODUCTION AND BACKGROUND

### 1.1 Existing Policy

The Incentive Scheme has been in place for a number of years. It offers up to £2,000 in expenses (to cover the cost of removals; gas, electric or 'phone disconnection and reconnection charges; cost of new curtains or carpets; other expenses with agreement). To qualify, the Tenant should move from a two, three or four bedroom house or maisonette to a one or two bedroom flat or bungalow.

## 2.0 CURRENT TAKE-UP OF THE SCHEME

- 2.1 In 2012/13 eleven Customers took advantage of the Incentive Scheme. Their moves were to smaller ADC tenancies, smaller Housing Association (HA) properties or to a smaller property via mutual exchange.



- 2.2 A total of £17,000 was allocated, with an average payment of £1,500 per Customer. This cost was met from the existing HRA budget for removals, disturbance and compensation. There is £35,000 p.a. set aside in this budget, and it is used for other decanting and removal costs beyond the Incentive Scheme.
- 2.3 The payments on behalf of Customers involved the receipt and processing of several invoices per customer by Housing and Finance staff.
- 2.4 The take-up of the Scheme was generated by Housing staff advising Customers that they may be entitled to the incentive, rather than Customers being aware of the Scheme and seeking their own transfer. The Scheme is not actively promoted in leaflets or on the website.

### 3.0 **ALLOCATIONS SCHEME CRITERIA**

- 3.1 The new Allocations Scheme, which took effect from January 2013, applies the following priority to applicants who are under-occupying:

Band A is applied to Council and HA Tenants who are under-occupying by two or more bedrooms.

Band B is applied to Council and HA Tenants who are under-occupying by one bedroom.

### 4.0 **CUSTOMER DEMAND**

- 4.1 There are currently (Sept 2013), 17 under-occupiers in Band A and 48 under-occupiers in Band B.
- 4.2 To understand Customers' views, in July 2013 the Housing Visiting Officer made contact with all under-occupying Customers currently Registered in Band A of the Housing Register. He visited eight ADC Tenants. Four of these are affected by Under- Occupancy and need a one bedroom property. The main concerns voiced by these customers were: increased rent charges for their current home; the lack of properties available via Choice Based Lettings; the cost of moving and setting up a new home; the loss of their 'investment' in their current property.
- 4.3 The Housing Visiting Officer also visited four under-occupying Tenants who are unaffected by the 'Under- Occupancy': three are over pensionable age, one is employed and not claiming Housing Benefit. These Tenants have all been under-occupying their property for 10+ years, but had not been aware that the Council would incentivise a move to a smaller property. Several felt that they were now too old to move, although would be tempted to move to a 'nice bungalow'.
- 4.4 There are undoubtedly other under-occupiers in ADC Housing who have not applied to join the Housing Register and are not actively seeking to be rehoused. This may be as a result of the Scheme not being actively promoted.

## 5.0 NEXT STEPS

5.1 Following these investigations, it is proposed to:-

- § Promote the Scheme in the second half of 2013/14 with a cash incentive of £1,500;
- § Advertise the Scheme in the October Residents' Newsletter and on the ADC web-site;
- § Remove the criteria of specific property types, and make the Scheme available to all ADC Tenants who down-size irrespective of property type, including those who down-size via a mutual exchange;
- § Remove the need to provide quotes and invoices for expenses and replace with a cash incentive after the move has taken place;
- § (Allow flexibility for staff to promote incentives via quotes and invoices if this will assist Customers with the cost of removals); and
- § Review the outcomes of the re-promoted Scheme at the end of 2013/14.

## 5.2 Financial Implications

The Scheme can be met by the existing £35,000 budget.

Staff time is saved by eliminating the need for quotes to be considered, removals to be arranged, invoices to be processed and paid.

## 5.3 Potential Outcomes

- § To encourage under-occupying Tenants to seek smaller right-size properties.
- § To free-up larger properties to house households on the Housing Register.
- § Tenants who are receiving reduced amounts of Housing Benefit as a result of the 'Under-Occupancy' may be able to move to the right-sized property, and avoid the possibility of accruing rent arrears.
- § Debts to the Housing Service may be reduced as a result.

## **Background Papers:**

**Contact:** Brian Pople, Extension 37718  
brian.pople@arun.gov.uk

AGENDA ITEM NO.10ARUN DISTRICT COUNCILHOUSING AND CUSTOMER SERVICES WORKING GROUP - 7<sup>TH</sup> NOVEMBER 2013

## Information Paper

Subject : Replacement Housing I.T. System

Report by : Richard Ayres

Report date: October 2013

EXECUTIVE SUMMARY

This report provides background and detail in relation to the procurement of the replacement I.T. Housing System.

RECOMMENDATIONS

That the Housing and Customer Services Working Group note progress with the replacement Housing I.T. System.

1.0 INTRODUCTION AND BACKGROUND

1.1 The present Simdell Housing Management System was introduced 17 years ago. The system has reached the end of its life for a number of reasons. The majority of new best of breed housing systems and the Council's present IT skills set are based around SQL technology. The end user functionality of the Simdell system is based on 1980's technology and restricts the introduction of new ways of working and our ability to keep up with new legislation and introducing efficient and effective ways of working.

1.2 There is no upgrade path from the existing housing IT system to the Contractor's current housing product. It does not meet current technology standards, and fails to deliver open systems and web-enabled functionality.

In order to address the current IT system shortcomings, a number of workarounds and ad-hoc spread sheets and databases have been developed in-house. These temporary solutions create inefficiencies and need to be brought in to line with corporate standards and support requirements. The existing Housing IT solution is hosted on its own hardware environment, which is unsustainable in the modern, virtualised server environment.

1.3 Some functionality shortcomings have been underlined by Internal Audit Reports and Accountancy.

- 1.4 The Contractors have developed a new housing product and no longer plan to support the existing solution used by the Council.

## 2.0 **A NEW SYSTEM**

- 2.1 The successful implementation of a new Housing Management System will allow Housing Staff to operate more effectively and efficiently and to perform more responsively to changing requirements. It will also enable better user interfaces and improved customer service.

Modern Housing Management applications would also align with Arun District Council's IT strategies.

## 2.2 **Options Considered**

The Options considered, before deciding on replacing the existing system were:

- a) Do nothing - This would require Arun District Council to continue operating a system that is inflexible, doesn't meet the changing business requirements and fails to allow members of the public/service users direct access to their information. Critically, the system would not be supported by the I.T. Contractor.
- b) Have the existing Housing IT system developed to meet business requirements. This Option would be an expensive solution that would not provide Arun District Council with the functionality that an off-the-shelf solution would carry as standard. Additionally, the revenue costs for such a development would be higher than the existing expenditure
- c) Develop an in-house solution - An in-house solution would require very significant initial and on-going development time to keep abreast of the changing social housing legislative.
- d) Procure an existing solution from a Housing Management System provider. This is the cheapest option, and the easiest to implement in a short timescale.
- e) Work with another landlord to jointly procure a system. Regrettably there are no other local landlords that could either share an existing system with Arun District Council or could jointly procure in step with our timetable. However, we do intend to set out our requirements in a way that will allow for the system to be made available to other providers should they decide to procure a system at a later date.

## 3.0 **FUNDING IMPLICATIONS**

- 3.1 Funding for the replacement Housing I.T. System be drawn from the Housing Revenue Account budget and has already been earmarked.
- 3.2 The cost of implementation will be classified as capital expenditure. The total spend for the implementation, comprising software purchase, IT costs and Project

Management costs is estimated at circa. £0.750 million. The entire cost will be fully funded through a revenue contribution from the Housing Revenue Account (HRA).

- 3.3 Revenue costs for the new system are typically a percentage of the purchase price and likely to be in the region of £30,000 per annum which again will be met by the HRA. This estimate has been confirmed through a series of soft market testing presentations that have been held with system suppliers.

#### 4.0 **OUTLINE PROJECT TIMETABLE**

- 4.1 Below is the outline project timetable that is being worked to:-

September 2013 - Production of functional specification;  
 October 2013 – Issue Tender documentation;  
 November and December 2013 – Evaluation of Tenders;  
 January and February 2014 – Contract award;  
 February onwards – Implementation; and  
 October 2014 to January 2015 – Go live.

#### 5.0 **RISK ASSESSMENT**

- 5.1 The project will be managed by an appointed Project Manager who will manage the task on behalf of a high-level project board. It will be the role of the Project Manager to identify project risks and issues, and produce mitigations for approval by the Project Board.

#### 6.0 **INTERNAL GOVERNANCE**

- 6.1 A Business Case and Project Initiation Document (PID) have been agreed by the AIP Board.
- 6.2 A Project Plan has been developed and a Project Manager appointed.
- 6.3 A Project Board has been formed and already meets regularly to review progress.

#### 7.0 **LEGAL IMPLICATIONS**

- 7.1 The implemented system would meet the Council's Legal requirements with regard to Data Protection and current Housing Legislation.

#### 8.0 **EQUALITIES IMPACT OF THE PROPOSAL**

- 8.1 Modern Housing Management Systems have enhanced public functions which grant secure access to a range of Housing Management functions allowing greater self-service. Enhanced features of a new system would include, but not be limited to:

- Remote access of rent accounts;
- The ability to query, in detail, rent payments and transactions;
- The ability to make payments to deal with rent arrears;
- The ability to report defects and request and track repairs via the Internet;
- Record anti-social behaviour diaries; and
- Publish performance information to the web site.

8.2 Additionally, a new system would enable staff to facilitate the storage and retrieval of data that would enable a better more tailored service to be offered to customers with special needs or who are vulnerable.

## 9.0 **CONCLUSIONS**

9.1 It is an absolute necessity to replace the existing system as it could well become obsolete very soon and will be desupported by the Contractor. Additionally, the functionality of the current system is seen as very poor and switching to a new I.T. system is key to achievement of the Landlord service improvements and performance.

9.2 Having fully explored the Options as noted in 2.2 above, that it is noted that work towards the delivery of Option (d) which is considered to be the most cost effective and appropriate, in terms of meeting Housing Business needs, continues.

## 10.0 **RECOMMENDATIONS**

10.1 The Working Party note the project details and approve the procurement and implementation of a new Housing IT system.

### **Background Papers:**

**Contact:** Brian Pople, Extension 37718  
brian.pople@arun.gov.uk

<b>Housing &amp; Customer Services Working Group - 2013/14</b> (please note all dates for agenda items subject to review)							
<b>Meeting Date</b>		<b>23-May-13</b>	<b>16-Jul-13</b>	<b>10-Sep-13</b>	<b>07-Nov-13</b>	<b>09-Jan-14</b>	<b>19-Mar-14</b>
<b>Agenda Prep Timetable</b>		* B/H on Monday		* B/H on Monday			
Draft Reports to Erica by 11am Thurs		25-Apr-13	20-Jun-13	15-Aug-13	10-Oct-13	05-Dec-13	20-Feb-14
<b>Agenda Prep Date 3pm</b>		<b>30-Apr-13</b>	<b>24-Jun-13</b>	<b>19-Aug-13</b>	<b>14-Oct-13</b>	<b>10-Dec-13</b>	<b>25-Feb-14</b>
Final Reports to Erica by 11am Mon		* 7-May-13	01-Jul-13	* 27-Aug-13	21-Oct-14	16-Dec-13	03-Mar-14
Despatch Agendas by 2pm Thurs		09-May-13	04-Jul-13	29-Aug-13	24-Oct-13	19-Dec-13	06-Mar-14
<b>Date of Meeting 6pm</b>		<b>23-May-13</b>	<b>16-Jul-13</b>	<b>10-Sep-13</b>	<b>07-Nov-13</b>	<b>09-Jan-14</b>	<b>19-Mar-14</b>
<b>OSC Meeting Dates</b>		<b>04-Jun-13</b>	<b>30-Jul-13</b>	<b>17-Sep-13</b>	<b>12-Nov-13</b>	<b>21-Jan-14</b>	<b>TBC</b>
<b>Cabinet Meeting Dates</b>		<b>24-Jun-13</b>	<b>22Jul/27Aug?</b>	<b>16-Sep-13</b>	<b>18-Nov-13</b>	<b>10-Feb-14</b>	<b>14-Apr-14</b>
<b>Full Council Meeting Dates</b>		<b>10-Jul-13</b>	<b>04-Sep-13</b>	<b>23-Oct-13</b>	<b>08-Jan-14</b>	<b>05-Mar-14</b>	<b>14-May-14</b>
<b>Item</b>	<b>Le</b>	<b>Origi</b>					
Election of Chairman & Vice-Chairman		ToR	*				
Terms of Reference		ToR	*				
Work programme - set and review		ToR	*	*	*	*	*
Review of Housing Contractors Mears	BP		*				
Customer Access Strategy	JF		*		*	*	*
Review of Rough Sleepers & Cold Weather Shelter Provision	BP			*	*		*
Impact of Welfare Reform Act (including Bedroom Tax, Housing Rent Arrears and Housing Allocations)	BP			*			*
Update on Housing Development Progress	BP				*		
Tenant Under Occupation Scheme	BP				*		
Housing Strategy Update	AE					*	
Complaints Process Review	BP						*
Secure Tenant Agreements Annual Review	BP						*
Housing Business Plan Annual Review	BP					*	

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Item	Le	Origi						
Gas Servicing Contract	BP						*	
Gas Safety Certificate Updates	BP			*	*	*	*	*
New Housing IT System Update	BP					*		
Tenancy Fraud - Report Back on Photo ID Pilot	BP							*
Development of Tenants Panel	BP				*			
Landlord Accreditation Scheme (include Choice Based Lettings)	BP							
Energy Efficiency & Fuel Poverty Strategy	BP							
Disabled Facility Grants	BP							
<b>Deleted Items</b>								
<b>Suggested items for 2014/15</b>								
Stonepillow Update (May 2014)								
<b>Suggested items for 2015/16</b>								