



Arun District Council
Civic Centre
Maltravers Road
Littlehampton
West Sussex
BN17 5LF

Tel: (01903 737500)
Fax: (01903) 730442
DX: 57406 Littlehampton
Minicom: 01903 732765

e-mail: committees@arun.gov.uk

Committee Manager Carley Lavender (Ext 37547)

20 October 2020

HOUSING & CUSTOMER SERVICES WORKING GROUP

A meeting of the Housing & Customer Services Working Group will be held virtually on **Thursday 5 November 2020 at 6.00 pm** and you are requested to attend.

Members: Councillors Bennett (Chairman), Mrs Pendleton (Vice-Chair), Bicknell, Mrs Cooper, Goodheart, Mrs Haywood, Hughes and Ms Thurston

PLEASE NOTE: *This meeting will be a 'virtual meeting' and any member of the press and public may listen-in and view the proceedings via a weblink which will be publicised on the Council website at least 24 hours before the meeting.*

Different meeting arrangements are in place for the period running from 4 April 2020 to 7 May 2021 from the provisions of the Coronavirus Act 2020 and the meeting regulations 2020, to allow formal 'virtual meetings'.

This Council's revised Rules of Procedures for 'virtual meetings' can be found by clicking on this link: <https://www.arun.gov.uk/constitution>

For further information on the items to be discussed, please contact: committees@arun.gov.uk

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declarations of pecuniary, personal and/or prejudicial interests that they may have in relation to items on this agenda and are reminded that they should re-declare their interest before consideration of the item or as soon as the interest becomes apparent.

Members and officer should make their declaration by stating:

- a) the application they have the interest in
- b) whether it is a pecuniary, personal and/or prejudicial
- c) the nature of the interest
- d) if it is a prejudicial or pecuniary interest, whether they will be exercising their right to speak to the application

3. **MINUTES**

(Pages 1 - 4)

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 21 July 2020.

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. **ADDITIONAL AND SELECTIVE LICENSING SCHEMES FOR HOUSES IN MULTIPLE OCCUPATION**

(Pages 5 - 24)

At the meeting of Full Council on 25 February 2020 a motion was received from the Liberal Democrat Group in accordance with Council procedure 14.1 and 14.2 which stated: -

“The Council is asked to support a request for officers to explore what options might exist for introducing further controls on the definition, number and quality of homes in Multiple Occupation and prepare appropriate reports for the relevant decision body of the Council”.

The report provides information and looks at the options to introduce an additional licensing scheme for houses in multiple occupation or a selective licensing scheme for the private rented sector as a means of addressing the quality of houses in multiple occupation. The advantages and disadvantages of these schemes are explored within the report and recommendations are made in relation to the most appropriate course of action.

6. **CUSTOMER SERVICES STRATEGY**

(Pages 25 - 44)

This report briefly reviews progress on the implementation of the new Customer Services Strategy. This follows a report taken to the working group in September 2019 which set out the process of implementation of the Strategy and how this would be embedded into the organisation.

The report presents the revised draft Strategy together with setting out the next steps prior to recommending the strategy to Cabinet and Full Council.

7. **WATER HYGIENE POLICY & MANAGEMENT PLAN** (Pages 45 - 56)

This report seeks approval for the adoption of the Water Safety Policy in respect of Council housing stock.

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- the adoption of the Water Safety Policy 2020
- to give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy and plan

8. **GAS SAFETY POLICY & MANAGEMENT PLAN** (Pages 57 - 64)

This report seeks approval for the adoption of the Gas Safety Policy in respect of Council housing stock.

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- The adoption of the Gas Safety Policy October 2020
- To give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy

9. **REPORT BACK FROM CABINET/FULL COUNCIL**

The recommendations that were put forward at the last meeting of the Working Group on 21 July 2020 were approved at the Full Council Meeting on 16 September 2020.

Minute 9 [Work Programme] which was to approve the Working Group's Work Programme for the remainder of the Municipal Year 2020/21 which he formally proposed. The recommendation was then seconded by Councillor Mrs Pendleton.

The Council

RESOLVED

That the Work Programme for the Housing & Customer Services Working Group for 2020/21 be approved.

10. **WORK PROGRAMME 2019/2020**

(Pages 65 - 66)

To review and consider any changes needed to the approved work programme for 2020/21.

Note : Reports are attached for all Members of the Working Group only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager.

Note : Members are reminded that if they have any detailed questions would they please inform the Chairman and/or relevant Director in advance of the meeting.

Note : Filming, Photography and Recording at Council Meetings - The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link – [Filming Policy](#)