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8 March 2021

HOUSING & CUSTOMER SERVICES WORKING GROUP

A meeting of the Housing & Customer Services Working Group will be held virtually by Zoom on Tuesday 16 March 2021 **at 6.00 pm** and you are requested to attend.

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

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 4 February 2021.

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. REPAIRS HANDBOOK

(Pages 5 - 32)

This report seeks approval for the adoption of the Tenants Repair Handbook 2021.

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

- a) The adoption of the Tenant's Repair Handbook.
- b) Delegated authority be given to Group Head of Residential Services to approve changes to the handbook.

6. INCOME RECOVERY POLICY

(Pages 33 - 48)

This report seeks approval for the adoption of an Income Recovery Policy for housing that is owned or managed by the Council.

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

- a) The adoption of the Income Recovery Policy 2021.
- b) Delegated authority to be given to the Group Head of Residential Services to make changes to the policy.

7. ANTI-SOCIAL BEHAVIOUR POLICY (Pages 49 - 66)

This report seeks approval for the adoption of the revised Anti-Social Behaviour Policy 2021 in respect of council housing.

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

- a) The adoption of the Anti-Social Behaviour Policy 2021.
- b) Give delegated authority to the Group Head of Residential Services to make changes to the policy.

8. DECANT POLICY (Pages 67 - 78)

This report seeks approval for the adoption of a Decant Policy which sets out the Council's approach to decanting tenants, licensees, leaseholders and shared owners from their home whether on a permanent or temporary basis.

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

- a) The adoption of the Decant Policy 2021.
- b) Delegated authority to the Group Head of Residential Services to make changes to the policy.

9. ANNUAL TENANTS REPORT 2019/20 (Pages 79 - 92)

This report sets out the Council's Annual Report to Tenants 2019/20 as required by the regulator standards set out by the Regulator for Social Housing (RSH).

Members are asked to note the contents of the Annual Report to Tenants 2019/20.

10. REPORT BACK FROM CABINET/FULL COUNCIL

After the meeting of the Working Group on the 4 February 2021 there were three recommendations referred on to Cabinet for approval. These are to be reported into the Cabinet meeting to be held on 22 March 2021.

11. WORK PROGRAMME

There is no work programme to review or approve, due to the change in Governance Structure that will be implemented by the Council in May 2021. The work programme for the new Residential & Wellbeing Services Committee will be agreed at its first meeting on 3 June 2021, under the new Governance Structure.

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](#)