

## **‘Our engagement with tenants and leaseholders - improving participation and feedback to improve service and satisfaction’ -2<sup>nd</sup> Witness Session**

<b>Committee name</b>	Environment, Housing & Regeneration Select Committee
<b>Officer reporting</b>	Rod Smith – Residents Services
<b>Papers with report</b>	Appendix A – online questionnaire
<b>Wards</b>	All

### **HEADLINES**

This report sets out details of the witnesses taking part in the Committee’s second information gathering session for its review of engagement with residents and leaseholders. In addition, Appendix A sets out a survey put to residents, the results of which will be confirmed at the meeting.

### **RECOMMENDATIONS:**

#### **That the Committee:**

- 1. Notes the information presented in the officer presentation and delivered as part of the witness session;**
- 2. Consider the potential range of options to include in a tenant and leaseholder involvement and engagement offer, and**
- 3. Following feedback from witnesses and officers, make recommendations regarding the content of the Council’s Tenant & Leaseholder Engagement Strategy**

### **SUPPORTING INFORMATION**

The following witnesses will be present to take part in the information gathering sessions on 13 October 2021:

Mr Alan Clark - Chair of the Leasehold Association

Mrs Ros Jorge - Tenant rep

Ms Natalie Lindsay - Tenant rep

#### **Resident Feedback**

Appendix A sets out the questions put to tenants and leaseholders as part of gathering feedback, the results of which will be presented by officers at the meeting.

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Classification: Public

Environment, Housing & Regeneration Select Committee [13 October 2021]

## **IMPLICATIONS ON COUNCIL RELATED POLICIES**

A role of the Select Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

The Council's Landlord Service is in the process of developing a Tenant & Leaseholder Engagement Strategy.

## **HOW THIS REPORT WILL BENEFIT HILLINGDON RESIDENTS**

The opportunity presents to incorporate appropriate recommendations into the emerging Tenant & Leaseholder Engagement Strategy. This will benefit the Council's tenants and leaseholders by clearly setting out to them the full spectrum of involvement and engagement opportunities available to them which will improve transparency and help to shape and improve the landlord services they receive.

## **FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report. However, the establishment of a Tenant & Leaseholder Engagement Strategy which supports meaningful opportunities to tenants and leaseholders to tailor services and to ensure the Council has a clear focus on services which matter to residents makes good business sense.

## **LEGAL IMPLICATIONS**

There are no legal implications arising from this report.

## **BACKGROUND PAPERS**

NIL.