

REVIEW FINDINGS - ‘Our engagement with tenants and leaseholders - improving participation and feedback to improve service and satisfaction’

Committee name	Environment, Housing & Regeneration Select Committee
Officer reporting	Neil Fraser, Democratic Services
Papers with report	None.

HEADLINES

As part of the Committee’s review into engagement with tenants and leaseholders, a number of witness sessions have been held, with key witnesses attending to provide information and answer questions relating to the review.

With witness sessions for the review now completed, the Committee is asked to discuss and provisionally agree potential recommendations.

RECOMMENDATION:

That the Committee comment on and suggest potential recommendations to be included within the final report to Cabinet.

SUPPORTING INFORMATION

At its meeting on 08 June 2121, the Select Committee approved as its first review the topic of how to improve engagement with residents tenants and leaseholders.

At the meeting of 14 September 2020, information was provided by Rod Smith - Head of Housing & Tenancy Management, and Marion Finney – Customer Engagement Officer. The officers confirmed to the Committee that the Council’s landlord service was entering a new period of Regulatory scrutiny, as set out in the ‘Charter for Social Housing Residents; Social Housing White Paper’, published in November 2020. As set out in the paper, the government’s intention was to make effective use of the Regulator of Social Housing to ensure that residents in social housing were safe, were listened to, lived in good quality homes, and had access to redress when things went wrong.

To align itself with these aims, Hillingdon Council was in the early stages of developing a ‘Tenant & Leaseholder Engagement and Involvement Strategy’. The Committee was therefore in the unique position to help steer the development of the Strategy at at this early stage.

At the following meeting on 13 October 2020, the Committee was provided with further information themed around resident feedback, with attendance from Mr Alan Clark – Secretary to the Leasehold Association, Mrs Ros Jorge - Tenant representative, and Ms Natalie Lindsay - Tenant representative. The witnesses provided the Committee with detail of how they had engaged with the Council previously, their current level of engagement, and the success (or otherwise) of this engagement.

Classification: Public

Environment, Housing & Regeneration Select Committee – 25 November 2021

A list of draft recommendations will be circulated to the Committee prior to the meeting on 25 November 2021. Members are welcome to suggest any amendments to these draft recommendations, or suggest new recommendations. These suggestions can then be discussed at the meeting, and with officers, ahead of potentially being added to the final report. To help aid the Committee, Appendix A has been attached as a reminder of some of the engagement options previously presented. In addition, the background papers section provides links to a similar review undertaken by Lambeth Council, as well as Hammersmith & Fulham's Engagement Strategy document, with the caveat that these were produced prior to the White Paper.

The final report will then be brought before the Committee for approval in future months, ahead of its submission to Cabinet.

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

[Lambeth Engagement report 2019](#)

[Hammersmith & Fulham Resident Engagement Strategy 2019-22](#)