

REVIEW - OUR ENGAGEMENT WITH TENANTS AND LEASEHOLDERS: IMPROVING PARTICIPATION AND FEEDBACK TO IMPROVE SERVICE AND SATISFACTION - FINAL REPORT

Committee name	Environment, Housing & Regeneration Select Committee
Officer reporting	Neil Fraser, Democratic Services
Papers with report	Final review report
Ward	All

HEADLINES

In 2021/22, the Environment, Housing & Regeneration Select Committee carried out a review into how to improve engagement with tenants and leaseholders within Hillingdon. The draft final report, attached, details the information received throughout the review and the Committee's subsequent findings and recommendations. The draft report is now submitted to the Select Committee for endorsement to Cabinet.

RECOMMENDATION

- 1. That the Environment, Housing & Regeneration Select Committee endorses and refers the report for submission to Cabinet.**
- 2. That the clerk to the Committee be delegated authority to further amend the draft report as necessary, in consultation with the chairman.**

SUPPORTING INFORMATION

At the meeting on 08 June 2020, members of the Environment, Housing & Regeneration Select Committee agreed that the Committee's first review topic would focus on improving engagement with tenants and leaseholders within Hillingdon. Following this agreement, witness sessions were conducted, and information was received from:

Rod Smith – Head of Housing Management, Marion Finney – Regulation and Engagement Manager, Alan Clark – Chairman of the Hillingdon Association of Council (Domestic) Leaseholders, Ros Jorge - Tenant representative, and Natalie Lindsay - Tenant representative.

The final report details the information received and makes recommendations for approval by the Cabinet.

Implications on related Council policies

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

How this report benefits Hillingdon residents

None at this stage, pending any findings approved by Cabinet.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.