

Meeting	Decision Session - Executive Member for Housing & Safer Neighbourhoods
Date	28 February 2019
Present	Councillor Brooks

18. Declarations of Interest

At this point in the meeting, the Executive Member was asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which she may have in respect of business on the agenda. None were declared.

19. Minutes

Resolved: That the minutes of the previous meeting held on 25 October 2018 be approved and signed as a correct record.

20. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

21. Tenant Satisfaction Survey - Results

Officers reported on the 2018/19 Tenant Satisfaction Survey and asked the Executive Member to consider the results and actions and agree to carry out the process again next year.

Officers noted that they had received a 21% response to the survey, which over the total stock of properties, equated to 8% of Council tenants.

The Executive Member questioned Officers on the areas of satisfaction that had decreased and the actions related to them. In response the Officers made the following comments:

- That work was being carried out with the Complaints Team to identify the reasons behind the decrease in satisfaction in this area.
- That in response to decreased satisfaction around 'drug use or dealing', work had been started on the identification of 'hot spots' working alongside the Anti-Social Behaviour Hub.
- That the Council's 'Pet Policy' was being reviewed in an attempt to decrease dog fouling in particular.
- That it was important to keep the majority of the questions asked within the survey similar to that of previous years, in order to allow for yearly analysis.
- Officers also informed the Executive Member that around 80 car parking spaces were due to be delivered via the Housing Environment Improvement Programme (HEIP) by the end of March, helping to alleviate some tenant complaints regarding parking.

Officers did note that 31% of respondents said they did not have access to the internet and that there is a consistent trend with Tenant Satisfaction Surveys, that older residents are more likely to respond.

Officers explained that there had been a recent restructure within Housing Services, involving many new staff and staff moving to different roles and that they expected performance to improve, now that the service had settled.

The Executive Member stated that due to the importance of tenant satisfaction and in responding to the issues raised via the survey, it was important that the survey continued next year. It was therefore:

Resolved: That the Executive Member:

- Consider the results of the 2018/19 Tenant Satisfaction Survey and note the officer comments regarding future action.
- Agree to run a Tenant Satisfaction Survey for 2019/20.

Reason: To ensure that CYC has up to date information regarding customer satisfaction, enabling landlord and building services to target resources and improvements to those services prioritised by customers, and to feed into the annual Housemark benchmarking return.

22. Update on the YorProperty Accreditation Scheme

Officers introduced the item and explained that they were asking the Executive Member to approve Option 2, to close the YorProperty Accreditation Scheme.

It was explained that the YorProperty Scheme had originally been successful in helping compensate for the gaps in regulation of the private rented sector, however following the introduction of new HMO licensing laws in October 2018, many of the features associated with the scheme had become a mandatory part of licensing law.

Officers stated that since the changes, the YorProperty accreditation had only generated £2,245 and that this did not cover the costs of running the accreditation.

Officers also noted that they had informed all Landlords who were signed up to YorProperty that this paper would be brought to the Executive Member and that should it be approved, membership fees will be refunded for this year.

The Executive Member was satisfied that the loss of the scheme would not be detrimental to the quality of accommodation being provided in the City. It was therefore:

Resolved: That the Executive Member approve option 2; to close the YorProperty voluntary accreditation scheme.

Reason: To ensure that the work of the Council is focussed on tackling the worst conditions in the private rented sector and in particular on those Landlords who flout by not complying with the law in line with government policy.

Cllr J Brooks, Executive Member for Housing and Safer Neighbourhoods

[The meeting started at 2.00 pm and finished at 2.25 pm].