

MEETING DECISION SESSION - CABINET MEMBER
FOR HEALTH, HOUSING AND ADULT
SOCIAL SERVICES

DATE 24 APRIL 2012

PRESENT COUNCILLOR SIMPSON-LAING

42. DECLARATIONS OF INTEREST

The Cabinet Member was invited to declare at this point in the meeting any personal or prejudicial interests she might have in the business on the agenda. No interests were declared.

43. MINUTES

RESOLVED: That the minutes of the last Decision Session of the Cabinet Members for Health, Housing and Adult Social Services held on 28 March 2012, be approved and signed by the Cabinet Member as a correct record.

44. PUBLIC PARTICIPATION

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

45. 2011 TENANT SATISFACTION SURVEY RESULTS

The Cabinet Member considered a report that provided the results of the Tenant Satisfaction Survey, a postal survey of City of York Council tenants undertaken during January and February 2012.

Officers gave an update and confirmed that they were pleased to see the improvements in the following three key areas:

- Overall Landlord Service.
- Repairs & Maintenance Service.
- Neighbourhood as a place to Live.

Officers were actively working to improve tenants opportunities to be involved with management and decision making as this area had decreased by 5 points to 53%.

The Cabinet Member suggested officers promote the Residents Association in the next Streets Ahead publication to encourage younger tenants to attend which would engage a more diverse age range.¹

Officers stated that the Estate Managers were actively promoting their areas to encourage younger tenants to be more involved in their communities and the services on offer.

RESOLVED:

- i. That the contents of the report on tenant satisfaction with Housing Services be noted.
- ii. That the annual housing satisfaction survey be continued.
- iii. That the Residents Association be promoted in Streets Ahead.

Reason: To ensure that the council has up to date information regarding customer satisfaction to enable the housing service to target improvements to the areas identified by its customers.

Action Required

Promote the Residents Associations in Streets Ahead.

TB

Cllr Simpson-Laing, Cabinet Member

[The meeting started at 4.30 pm and finished at 4.40 pm].