

Meeting	Decision Session - Executive Member for Housing & Safer Neighbourhoods
Date	22 January 2018
Present	Councillor Lisle (Executive Member)

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### **32. 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 or any disclosable pecuniary interest which he had in the business on the agenda. No additional interests were declared.

### **33. Minutes**

Resolved: That the minutes of the meeting held on 18 December 2017 be approved and then signed by the Executive Member as a correct record.

### **34. Public Participation**

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

### **35. 2017/18 Tenant Satisfaction Survey Results**

The Executive Member considered a report that informed him of the outcomes of the 2017/18 Annual Tenant Satisfaction Survey, (hereafter referred to as the Survey) which was the biggest single gauge of satisfaction across Landlord Services by tenants of City of York Council (CYC) owned housing stock.

The Group Manager of the Shared Intelligence Bureau was in attendance to give an update. He confirmed that the Survey allowed the views of residents to be considered in a coherent way. It was noted that just under 3000 tenants had been contacted resulting in a 23% response rate. He confirmed the Tenant Scrutiny Panel were given the opportunity to contribute to the Survey and other delivering services were also involved in a small number of questions.

The Group Manager then highlighted the various responses received including areas that required further investigation due to a low or decreased satisfaction result and those areas where service levels had improved. He reminded the Executive Member that all the responses received were statistically significant to within 3.5 and 4%.

The Head of Housing was also in attendance and he highlighted some of the interventions that would be put in place to meet challenges raised by residents and he made reference to the service improvements highlighted in the report.

The Executive Member noted that the council would continue to engage with communities and would involve customers in the improvements. He also noted that following a new ICT programme and the implementation of a new structure customer satisfaction should increase.

The Executive Member thanked officers for preparing the report and he highlighted the importance of this benchmarking exercise. He noted the statistical significance and questioned when last years house mark figures would be provided.

He noted the key points within the report and welcomed further scrutiny on the complaints received and the review of the approaches and actions in the areas showing low satisfaction, including HEIP.

Resolved: That the results of the survey be noted.

Reason: To ensure the service continues to take account of residents' views.

Cllr Lisle, Executive Member

[The meeting started at 4.00 pm and finished at 4.12 pm].