

TENANT PANEL REVIEWS 2013/14

Report of Derby Homes Tenant Panel

1. SUMMARY

This report is to advise the City Board of the proposed reviews the Tenant Panel will be undertaking during 2013/2014.

2. RECOMMENDATION

To note and comment on the information as detailed in this report.

3. MATTER FOR CONSIDERATION

3.1 The panel currently has 6 members:

Gill Young	Chair
Bob MacDonald	Vice Chair
Harry Margett	
Lyn Gadsby	
Arthur Baba	
Keith Merry	

3.2 During 2013 the panel have held one formal meeting to discuss the plan for 2013/2014. The panel have decided to reduce the number of reviews this year to allow them to concentrate on issues which can affect the business as a whole rather than specific areas.

3.3 The areas the panel have decided to review during 2013/14 are:

3.3.1 Customer Service

This will be throughout the whole organisation incorporating telephone, face to face, letters, complaints, satisfaction levels and web based information

Report to go to the October 2013 City Board meeting.

3.3.2 Voids service

This falls in line with Local Offer 4:

Make sure newly let homes meet agreed standards of repair.

Report to go to the April 2014 City Board meeting.

3.4 The panel will also be available for smaller reviews as they feel are required.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None.