



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Mason, Riley (Vice-Chair), and Wright, Councillors Capleton, Draycott and Seaton (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Housing Management Advisory Board to be held in Committee Room 2, at the Council Offices, Southfields, Loughborough on Wednesday, 23rd March 2022 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

15th March 2022

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 8
To confirm the minutes of the meeting held on 12th January 2022.
3. DECLARATIONS OF INTEREST
All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.
4. CUSTOMER ENGAGEMENT STRATEGY 2022-2025 9 - 22
A report of the Head of Landlord Services.

5. STAR SURVEY 2021 23 - 31
A report of the Head of Landlord Services.
6. DRAFT FENCING POLICY 32 - 40
A report of the Head of Landlord Services.
7. SHELTERED HOUSING REVIEW - VERBAL UPDATE
A verbal report of the Head of Strategic and Private Sector Housing.
8. PERFORMANCE INFORMATION PACK - QUARTER 3 2021-22 41 - 61
A report of the Head of Landlord Services.
9. QUESTIONS FROM MEMBERS OF THE BOARD
In accordance with the Board's decision members of the Board were asked in advance of this agenda being published whether they had any questions on matters within the remit of the Board that they wished to ask, for response at this meeting.

On this occasion no questions were submitted.
10. WORK PROGRAMME 62 - 65
A report of the Head of Landlord Services to enable the Board to review and agree its Work Programme, together with meeting dates for 2021/22.

For information further meetings of the Board are scheduled as follows in 2021/22:

Wednesday 11th May 2022 at 4.30pm
11. EXEMPT INFORMATION
It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
12. UPDATE ON FUTURE ARRANGEMENTS FOR THE DELIVERY OF PLANNED WORKS, VOIDS AND ASSOCIATED WORKS
An exempt report of the Head of Landlord Services circulated to members of the board. **To Follow.**