



HOUSING MANAGEMENT ADVISORY BOARD

To: Board Members Ali, Davis, Edwardes (Chair), Hudson, Riley (Vice-Chair), D. Wright, J. Wright, Councillors Goode, Infield and Monk (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 1, at the Council Offices, Southfields, Loughborough on Wednesday, 6th September 2023 at 4.30 pm for the following business.

Chief Executive

Southfields
Loughborough

24th August 2023

AGENDA

1. APOLOGIES
2. MINUTES OF PREVIOUS MEETING 3 - 9

To confirm the minutes of the meeting held on 12th July 2023 as a correct record.

3. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

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.

For information, disclosable pecuniary interests and registrable interests relate to entries that are included, or should be included, on a councillor's register of interests. Non-registrable interests relate to any other matters.

4. HOUSING OMBUDSMAN'S COMPLAINT HANDLING CODE - SELF-ASSESSMENT 10 - 34

Report attached.

5. RE-DESIGNATION OF STOCK 35 - 45

Report attached.

6. SHELTERED ACCOMMODATION, UPDATE ST. MICHAEL'S COURT, THURMASTON 46 - 62

Report attached.

7. PERFORMANCE INFORMATION PACK 63 - 79

Attached.

8. QUESTIONS FROM MEMBERS OF THE BOARD

In accordance with the Board's previous 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, a question was submitted by Mr Hudson as follows:

"Regarding the new communal areas cleaning contract, I am concerned that the Council and therefore tenants are sometimes paying for a service that is not being properly provided, an example being Chapman Street, so please could an update be provided on the position with this contract, including how tenants can get performance issues resolved?"

9. WORK PROGRAMME 80 - 82

Report attached.

10. 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.

11. DELIVERY OF KITCHENS, BATHROOMS, MAJOR STRUCTURAL WORKS AND MAJOR VOIDS

Verbal exempt report.