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Please note that the following minute extracts from Housing Scrutiny Sub -Committee held on 31 October 2024 were published separately from the main agenda for this meeting of the Executive to be held on Monday, 18th November 2024 at 6.00 pm in Committee Room 1, City Hall.

3. Department of Housing and Investment Remedies Policy (Pages 3 - 4)
5. Unacceptable Customer Actions Policy (Pages 5 - 6)

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EXTRACT FROM COMMITTEE

Housing Scrutiny Sub-Committee

31 October 2024

33. Remedies Policy

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. presented a report to seek comments on the Department of Housing Draft Remedies Policy as detailed at Appendix 1, prior to referral to Executive for approval
- b. reported that the Council now had a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code (The Code)
- c. detailed the main statutory requirements expected of the Council as follows:
 - Section 7.1: Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.
 - Section 7.2: Any remedy offered must reflect the impact on the resident as a result of any fault identified.
 - Section 7.3: The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.
 - Section 7.5: Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.
- d. highlighted that whilst we had existing procedures for offering small sums to compensate loss we did not have a formal policy document which was in line with the HOS Guidance on Remedies and therefore, we needed to develop and agree one to ensure that we were compliant with The Code
- e. advised that Lincoln Tenants Panel had made the following comments when consulted on this report:
 - Recommend the remedies policy be reviewed annually.
 - LTP request that they be provided with an annual report on the volume of compensation administered and areas of service related to.
 - Agree with the proposed compensation amounts and increments system relating to qualifying improvements, gesture of goodwill and payment of compensation to customers.
 - Recommend rent refund for disturbance allowance amount be reduced.
- f. invited members comments on the content of the report and Remedies Policy.

RESOLVED that:

1. The Draft Remedies Policy be referred to Executive for approval.
2. The assistance given by the Lincoln Tenant's Panel in developing this policy be noted.

EXTRACT FROM COMMITTEE

Housing Scrutiny Sub-Committee

31 October 2024

32. Unacceptable Customer Actions Policy

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. presented a report to seek comments on the new Unacceptable Customer Actions Policy as detailed at Appendix 1, prior to its referral to Executive for approval
- b. reported that the Council now had a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code. (The Code)
- c. referred to Section 5.14 of the Code self- assessment which stated that:
 - Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.
- d. advised that whilst we had existing procedures for reporting incidents and handling reports of unacceptable behaviour it was not a formal policy document and therefore, we needed to develop and agree one to ensure that we were compliant with The Code
- e. highlighted that the new policy had been developed with the assistance of Lincoln Tenant's Panel who were keen to help ensure that while protecting staff the policy was also proportionate in terms of the action taken
- f. welcomed members feedback on the content of the report and draft policy.

Mick Barber, Chair of Lincoln Tenant's Panel asked where the policy would be referred to following this meeting.

The Director of Housing and Investment confirmed that due to publication timelines stipulated by the Housing Ombudsman Service, the Chair of Policy Scrutiny Committee had agreed that it could be referred back to Policy Scrutiny Committee for their consideration after it was received by Executive, with the caveat that authority for any amendments suggested by Policy Scrutiny Committee be delegated by the Executive to the Director of Housing and Investment or the City Solicitor for action

RESOLVED that:

1. The Draft Unacceptable Customer Actions Policy be referred to Executive for approval.

2. The assistance given by the Lincoln Tenant's Panel in developing this policy be noted.