

<b>Present:</b>	Councillors Councillor Gary Hewson ( <i>in the Chair</i> ), Alan Briggs, Mark Storer, Pat Vaughan and Loraine Woolley
<b>Apologies for Absence:</b>	Councillor Liz Bushell and Mike Asher
<b>Also in Attendance:</b>	Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP)

**27. Confirmation of Minutes - 10 August 2023**

RESOLVED that:

1. the minutes of the meeting held on 10 August 2023 be confirmed as a true record.
2. answers from Members' questions, raised on 10 August 2023 would be circulated to Members further to the meeting.

**28. Declarations of Interest**

No declarations of interest were received.

**29. Lincoln Tenant's Panel Project Update**

Mick Barber, Chair of Lincoln Tenants Panel (LTP), provided a written report on the panel's continued work on a variety of projects with tenancy services, fire safety assurance, maintenance, business management and resident involvement teams. The briefing note, designed as a regular update to members of Housing Scrutiny Sub-Committee, covered the following areas:

- LTP continued to hold quarterly meetings with the Voids Team Leader to review void inspections and targets. The number of voids inspections had increased and all had surpassed standards. The completion of forms had moved to a digital format to enable the Voids Team Leader access information immediately. Further discussions would be held with the Voids Team Leader to establish how multiple void inspections could be conducted with limited disruption to the team.
- The Complaints Review Group continued to hold quarterly meetings. The Anti-Social Behaviour (ASB) Working group had recently reviewed and implemented recommendations. The City of Lincoln Council (CoLC) had been awarded the ASB accreditation.
- The Schedule of Repairs (SOR) Working Group had received positive information relating to performance with repair timescales. A detailed action plan to enhance and increase the SOR programme on Facebook had been rolled out. LTP had reviewed the kitchen and bathroom work programme, attended the final 30-year business plan and estate regeneration workshops. LTP worked with the Resident Involvement Manager to help in the creation of a set of questions to form part of the

tenant wide consultation delivered in August and reviewed responses/feedback.

- The Investment Working Group had reviewed the communal door replacement programme and were in the process of creating a satisfaction survey.
- LTP attended virtual training courses on the impact of the Tenant Satisfaction Measures, consumer standards and joined a virtual Council tenants forum.
- LTP continued to represent CoLC at Association of Retained Council Housing (ARCH) and Social Housing Quality Resident Panel.

Members discussed the content of the report, commented, asked questions and received relevant responses as follows:

**Question:** Could an update on the issue of Green Verges be provided?

**Response:** It was a difficult time of year as the weather resulted in mud being churned up. It was hoped that when the issue moved over to the Housing Revenue Account Business Plan, there would be improvement in the area. Modern houses often contained between 3-5 cars and the lack of availability of space was a continued difficulty. Work on the issue was ongoing.

**Comment:** The issue affected everyone and did not always affect only council housing tenants.

**Response:** There had been areas cordoned off to prevent vehicular access and there had been an increase in signage.

**Comment:** Prior to the commencement of development in the area, a trial had been conducted in Hermit Street. There had been work with parking enforcement and additional signage had been installed. In addition, enforcement was pursued for individuals that did not comply. The approach made a considerable difference however consideration to the ownership of land was important. Further to consultation with tenants, the issue of parking was considered a key concern.

**Comment:** The result of the consultation has not been viewed by Members

**Response:** The consultation paper was shown at a workshop however the results were not received until final drafting of the report. Policy colleagues were in the process of producing a report to collate the outcome of the review which could be presented to Housing Scrutiny Sub-Committee (HSSC) in the future, if requested.

**Comment:** The full detail of the consultation provided would not be contained within the 30-year plan, given the depth of the review. However, the overarching principles would be included. The concept of improvement of the estate areas included parking and vehicular access and were included in the plan.

**Comment:** LTP had viewed the results and the information could be distributed to Members.

**Question:** Further to the success of the additional signage, where had vehicles that had previously parked on grass verges, now moved to?

**Response:** It was difficult to have accurate knowledge of where vehicles had moved to however a number could be attributed to commuters that travelled in for work.

**Comment:** The cost of a dropped curb installation was high.

**Comment:** Local estate areas were built many years ago and at the time of build, the provision for cars was not as it has become in recent years. The issue was an inherent problem and a solution was needed.

**Comment:** The 30-year business plan was a revolving document.

**Comment:** Over 70% of the properties in the Hartsholme area were privately owned and therefore, enforcement was a difficult issue. Many residents complained that cars were parked incorrectly however a great number of tenants reported that there weren't enough car parking spaces.

RESOLVED that the content of the written update from the Chair of LTP be noted with thanks, to be continued as a regular agenda item.

### **30. Housing Revenue Account Business Plan 2024/54**

Daren Turner, Strategic Director of Housing and Investment:

- a) presented Housing Scrutiny Sub-Committee (HSSC) with a report which detailed the long-term Housing Revenue Account (HRA) Business Plan for 2024/54 which could be seen at Appendix A to the report
- b) added that HRA Business Plan built on the previous five-year plan, demonstrated the current situation and outlined the aims and objective for the 30 years from April 2024. In addition, the HRA Business Plan included financial assumptions and projections during the lifespan of the plan
- c) confirmed that the Council had a legal duty to ensure the account remained solvent and would review financials on a yearly basis
- d) reported that the Business Plan focussed on 4 key objectives:
  - a. Develop and Improve Core Housing Services
  - b. Delivering New Homes
  - c. Estate and Neighbourhood Regeneration
  - d. Addressing Climate Change
- e) added that extensive consultation had taken place in collaboration with LTP, Tenants and also included five Member workshops. A shorter synopsis of the Business Plan was expected to be made available to all Members.
- f) offered thanks to Members of LTP for their involvement and for the attendance to workshops of all elected Members
- g) invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

**Comment from Mick Barber, Chair of LTP:** The hard work of the officers involved in the creation of the plan and the commitment of LTP was valued.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** The dedication of officers for the vast amount of work that had been undertaken was recognised and appreciated. The document would be reviewed and amended over time as the situation would look very different in 30 years' time.

**Question:** Had the consultants work now been completed?

**Response:** The contract for the consultants was not for one specific part of the plan only. There would be a presentation by the consultants in the future.

**Question:** How many times throughout the year would consideration be given to the Housing Revenue Account (HRA)? Should HSSC decide how many times the HRA was reviewed per year?

**Response:** The financial performance of the HRA had not historically appeared as a regular agenda item for consideration by HSSC. Instead, it had been presented to Performance Scrutiny Committee. Review of the financials was conducted within the department on a quarterly basis.

**Comment:** It may prove beneficial for a financial update to be presented to HSSC on a bi-annual basis for scrutiny.

**Response:** It would be a matter for the Chief Finance Officer to present financial information and discussions with finance colleagues would take place further to the meeting. Democratic Services had already commenced enquiries for bi-annual presentation of financial information, prior to the meeting.

**Question:** Where did the money to support emergency accommodation in hotels come from? The General Fund Account or the Housing Revenue Account?

**Response:** The General Fund Account. The long-term aim was to secure individuals into our housing stock and to have long term secure accommodation. Once under tenancy services, individuals would still be provided with support to ensure that the tenancy was sustainable.

**Question:** Why had there been an option appraisal for only two of the three high-rise blocks?

**Response:** Shuttleworth House had benefitted from significant investment approximately 4-5 years ago and was in good condition. Shuttleworth House also benefitted from two stairwells at both the front and the back of the block. Therefore, it was very well equipped in respect of fire safety. The other two high-rise blocks only had one stairwell each.

**Question:** Had consideration been given to the improvement of energy efficiency for properties with an Energy Performance Certificate (EPC) band D or lower?

**Response:** We were committed to achieving an EPC Band C or above for all properties over the lifespan of the plan. Achievement was difficult for a range of reasons. Successfully gaining physical access to some properties was difficult and some tenants that had resided in their home for a number of years, opposed

modernisation of the property. Residents that allowed entry were considered within the plan and the total number of properties affected was now in single figures.

**Comment:** Changes contained within the Government's new Housing Bill which received Royal Assent on 20 July 2023, were required to be in place by 1 April 2024. Any organisation with over 1000 homes would be inspected once every four years to review compliance with the consumer standards. Social landlords would be required to collect and publish a range of 22 satisfaction measures and the City of Lincoln Council (CoLC) had a contract in place to provide that, as an external method to provide baselines and dashboards. The CoLC's performance as a landlord would be accessible by any person and provided a transparent view to the public and potential tenants.

**Question:** The Act contained a charter that laid out seven commitments that residents should expect from their landlord. Further to the tragic death in Boultham Ward, how were we going to ensure people were safe in their home?

**Response:** Incidents of that nature were handled on a case-by-case basis with consideration given to the nature of the incident. On some occasions, not always a serious case review was instigated and all public bodies involved in said case would be required to take part in a review of the response. If that occurred, reports would be published at a set time dependent on the nature of the enquiry which could take many months or years to complete.

**Question:** Was it possible to view the results of investigations, given the Council's role as landlord?

**Response:** It was not possible to comment on the processes of the Police, judiciary, and mental health services in connection with the tragic incident in Boultham Ward. Further to the incident, CoLC conducted an internal review of its own processes. A wider review had been commissioned, to be led by the Business Manager – Lincolnshire Safeguarding Adults Board. Reports would always be considered, and messages fed back. The decision to publicise records was not a CoLC decision.

**Comment:** Two senior officers conducted the internal review. Neither officer nor their department were involved in the case.

**Comment:** The Charter had proposed criteria for how inspection of registered providers would be implemented, but it had not been agreed. Agreement was likely to be after Christmas. The information from the consultation could still be viewed even though it was closed. The CoLC had considered the proposals as a guide to our current performance.

**Comment:** Transparency was important and the only way to assess the impact of policies was to have sight of them.

**Response:** Consideration had been given to internal mechanisms only. Any change to policy would require presentation to the Policy Scrutiny Committee to be scrutinised by elected members prior to approval of Executive. The review of the Boultham Ward incident concluded that the CoLC could not have done more.

**Comment:** It was important to understand what the regulator meant in regard to being safe in your home. When we talked about being safe in your home, we

considered health and safety risks, property condition and damp and mould. Anti-Social Behaviour was a strand of safety however that element of the Charter regarded the structure and property condition.

**Question:** There was to be a review in 'early 2024'. Had a date been received?

**Response:** The guidance from Government was expected imminently and it would be presented to HSSC once received.

**Question:** Would the 22 Tenant Satisfaction Measures be scrutinised?

**Response:** The Tenant Satisfaction Measures were standardised and it was not possible to shape the questions asked as the measures had been nationally agreed. The results would be publicly accessible.

**Question:** There would be a requirement for individuals at Scampton who passed refugee status to be housed. Did the Business Plan consider the long-term provision of housing?

**Response:** It was not possible to estimate the impact. As of the latest correspondence, the Home Office stated that the decision for those individuals to stay or not stay would not be made locally. The total number of 2000 would not have a decision made locally in West Lindsey. Individuals would be unable to use local connection to gain duty. Once given their decision, individuals would be transported to wherever in the Country they chose through a national dispersal arrangement according to the Home Office. We had a duty to provide housing to those that chose Lincoln.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** A number of individuals may request to go to cities, especially single people.

**Comment:** In terms of the 30-year Business Plan, the CoLC had to consider homelessness and temporary accommodation but it was for the General Fund Account, not the Housing Revenue Account to pick up the related costs. Under homelessness legislation, CoLC had a duty to assist an individual to find housing. It did not have to be from our own Council stock.

**Comment:** The provision of 1700 additional homes was in order to address the losses from Right to Buy. The Council had looked to be ambitious to close the gap created by the need in Band 1 of the housing register.

**Comment:** The Government added on white paper, the Right to Buy was to be encouraged which was a cause for concern in respect of housing provision.

**Question:** Under Welfare Reform, the Business Plan stated the rental profile of tenants. What percentage were under discretionary housing?

**Response:** As of 31 July 2023, 56 family homes that are currently under occupying were in receipt of discretionary housing payment. The number of council tenants in receipt of DHP was twice as high 18 months ago.

**Question:** Further to the Covid-19 pandemic, 'it is now much more difficult to recruit or retain staff...' Was this in relation to housing officers?

**Response:** The recruitment and retention of staff remained a challenge across all departments of the Council and across different employment sectors. The Council had not seen a large movement of construction workers from private sector

companies into the Council. That position may change as the effects of soaring inflation were felt. Consideration had been given to different forms of more regular recruitment exercises.

**Question:** There appeared to be a lack of trades staff specific for a job. Were trades staff employed as specific staff or multipurpose staff?

**Response:** There was a specific skill set however staff were also offered opportunities to enjoy a multiskilled role. Such roles enabled resources to be deployed more effectively. The availability of specific skill sets was a traditional approach and given the nature of modern education and training, prospective employees did not present in that way. The standard of workmanship had not been adversely affected.

**Question:** How did the Council intend to approach Lincoln's ageing population and encourage people to downsize in the future?

**Response:** Consideration was given to socioeconomic factors prior to development works commencing in order to identify the future housing needs for the city. Developments offered a range of property sizes and composition.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** Rookery Lane offered a wide range of properties which ranged from bungalows and flats to 4 bed properties.

**Comment:** Consideration was given to the internals of properties prior to build, to identify what design features were needed for now and in the future to provide homes that adapted along with the resident's needs. Some of the housing stock was ageing, not suitable for modern day living and needed to be rectified.

**Question:** What was the terminology used for rent payments?

**Response:** Local Housing Allowance.

**Question:** How many of the housing stock properties were above the Local Housing Allowance?

**Response:** Individuals who used their benefits to pay their rent would be able to access properties at Rookery Lane. It was important to have a variety of properties and to bridge the gap between social housing rent and private sector rent.

**Question:** Had the consultant's report considered this area?

**Response:** There were four areas of work which included a review of two of the high-rise blocks, a review of sheltered accommodation and estate regeneration and how they could be improved. Other pieces of work were mentioned in the documents and were reflected. There was a detailed financial model that we had committed to use which was specifically designed to manage the HRA and the 30-year plan.

**Question:** Referred to Table 1 on page 15 of the HRA Business Plan 2024/54. Under Band 1, March 2023, there were a total of 344 applicants on the housing register. What help was given to private renters? Did support come from the HRA?

**Response:** No. Support came from Homelessness Prevention under the General Fund.

**Question:** The HRA Business Plan detailed a variety of approaches to increase housing stock which included a review of existing assets. Could there be a review of empty garages that produced no rent and a breakdown, per ward of occupied and lost revenue per ward? It was important that the HRA generated as much revenue as possible.

**Response:** The use and management of garages had not been the focus for a number of years. Moving forward, we needed to consider them in a different way. Discussions had taken place with the Portfolio Holder for Quality Housing, to consider differential pricing strategies and use of the sites. It was important to recognise non-tenants who parked in garages. It was often the case that it was more cost effective for those individuals to rent a garage than park in Council car parks and pay the appropriate fee. The continuation of illegal access to properties via our garage sites was also an issue. There was currently approximately 60% occupied and 40% unoccupied.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** Consideration had been given to a varied charge for the use of garages, e.g. storing items inside would incur a higher fee and a non-Lincoln resident would incur higher charge.

**Question:** If there was rear access gained to a property, should the Council be paid?

**Response:** Yes.

**Comment:** When assets had not generated an income, it was important to consider what to do with them.

**Comment:** There had been fantastic levelling off work carried out in the Sincil Bank area, an excellent example of future proofing. In addition, great work had been carried out on Walnut Place and the Ermine which needed to be rolled out across the City. Many Council garages had been used to store items in which was not allowed.

**Question:** What would happen to the green space at Queen Elizabeth in the West?

**Response:** This had been factored in under the Local Plan. It would be developed upon.

**Question:** Bollards had been installed on the garage sites at Walnut Place. Was it possible to negotiate with tenants, that bollards would not be installed in front of gardens if the appropriate fee was paid?

**Response:** It was not possible to comment on illegal access to properties through Council land. The possession of an appropriate licence would make access, lawful behaviour.

RESOLVED that:

1. Additional information be provided by Officers in relation to:

- Confirmation of a bi-annual presentation of the Housing Revenue Account financial information to Housing Scrutiny Sub-Committee. The



Democratic Services Officer be tasked with the addition of the item to the Work Programme

- A figure, in monetary terms relating to lost revenue in respect of garages.

2. The HRA Business Plan 2024/54 be proceeded to Executive for formal approval.

**31. Performance Monitoring Report Quarter 2 2023/24**

Michelle Hoyles, Business Manager, Corporate Policy:

- a) presented Housing Scrutiny Sub-Committee with a verbal summary on performance indicators for the Directorate of Housing and Investment (DHI) for Quarter 2 of 2023/24 (July – September)
- b) added that regular monitoring of the Council's performance was a key component of the Local Performance Management Framework and supported its ongoing commitment to continuous improvement of Council services
- c) confirmed that there was a total of twenty-one performance indicators monitored by DHI. An overview of performance for the second quarter of 2023/24, against such indicators, was attached at Appendix A to the report.
- d) reported that of the 21 measures in total; eight had met or exceeded their agreed target, five had performed close to target and seven had performed below target. Three of the measures found to be performing close to target were 'year-end' measures and included two measures that cumulatively recorded expenditure in maintenance and capital works
- e) added the third and final year-end measure related to the proportion of homes not at 'decent homes standard'. Performance against this measure, whilst formally recorded at year end, had notable improvement since Quarter 1 and therefore had moved closer to target
- f) referred to Appendix A of the report which attempted to simplify the overall analysis by listing performance on a service functional basis (rents, repairs, etc) and then showing the source of the indicator (reason)
- g) confirmed that further, detailed information on the areas highlighted was provided within the report
- h) invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

**Question:** Was there a figure available for response in maintenance?

**Response:** A total of £2.2M had been spent, 28.75% of the budget.

**Question:** Referred to Appendix A of the report. The figure of closed Anti-Social Behaviour (ASB) cases had been listed within the appendix however the total number of opened cases was not present. It would be helpful to know how many cases were opened as a comparative tool.

**Response:** The number of closed ASB cases was 138. It would be difficult to expand on the data further, as the figures were compiled on a quarterly basis. Therefore, it may be the case that an ASB case was opened in one quarter and closed in another.

**Question:** Did the new system pick up online repairs? Concerns had been raised by Customer Services that online repair requests had not been actioned.

**Response:** It was not necessary to speak to Customer Services to report a repair using the online system. The online repair tool had worked well and repairs had been received through the system. Regular dialogue took place between Customer Service staff and resource planners at Hamilton House.

**Comment:** Members of LTP had worked with Officers regarding voids and things had progressed a long way.

**Note:** Councillor Alan Briggs wished his thanks be noted, on record, to Amy Larder, Interim Maintenance Manager for the improved planning at Hamilton House and her continued expertise.

**Comment:** When consideration was given to figures for Quarter 2, the arrears increase in monetary terms was £53,000 less than the same time last year. It was common in Quarter 2 for this target not to be met. During the two-week rent-free period in December, the target would shift to green and should remain in green for Quarter 3. It was common for the time of year.

**Question:** The achieved number for ASB cases was 42 days. Why had the ASB target remained on 70 days?

**Response:** It was important not to rush the closure of an ASB case as it could prove detrimental to the case.

**Comment:** Some ASB cases needed sound equipment etc and therefore could take longer than the 70 days to close.

**Comment:** Targets were considered in consultation with LTP and the Portfolio Holder, however targets were agreed by the Members of the HSSC.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** Some cases proceeded further than 46 days and therefore, the figure was an average.

**Comment:** Should the target be reduced to a very short amount of time; the onus would then be placed on officers. Therefore, a case may not be dealt with as effectively as it may have been with a longer time frame given. Consequently, it could result in a large number of ASB cases regarding one resident.

RESOLVED that the current performance outcomes during Quarter 2 of the financial year 2023/24 to date, be noted.

## 32. **Downsizing Policy Update (To Follow)**

Paula Burton, Housing Strategy & Investment Manager:

- a) presented Housing Scrutiny Sub-Committee (HSSC) with a verbal summary on the details of a Downsizing Incentive Scheme (DIS) for Housing Scrutiny Sub-Committee to review, prior to the introduction of a six month pilot.
- b) added that the option of a DIS was first discussed with HSSC in February 2023.
- c) confirmed that the scheme aimed to incentivise tenants to move to smaller accommodation more suited to the need and provide access to family housing for those registered on Lincs Homefinder.
- d) reported that the City of Lincoln Council had a statutory duty to assess and help those who qualified for housing assistance and demand continued to increase. The number of people registered for Lincs Homefinder for housing assistance for the past three years could be seen at paragraph 2.2 of the report.
- e) added that as of October 2023, over 500 secure tenants were deemed to be under occupying CoLC homes. The Council had collected household profile data and the figure was expected to increase.
- f) referred to Appendix A of the report which offered detailed information on the Downsizing Incentive Policy. This included eligibility for the scheme, policy statement, decision making and appeal process, relevant legislation, regulation or standards and the monitoring and evaluation of the downsizing scheme.
- g) requested HSSC review the DIS policy prior to the commencement of the six-month pilot. Following the six-month pilot, Post Implementation Review would be presented to HSSC to establish if the scheme had been a success and the next steps
- h) invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

**Comment:** Thanks offered to Paula Burton for an informative and well written report.

**Comment:** If a property was occupied by four tenants and the property was received back, the data may present as we had removed an individual from the waiting list four times. The policy seemed to give consideration to the number of bedrooms.

**Response:** The report confirmed at paragraph 4.3 that the benefits to the scheme included the reduction of the number of tenants under-occupying and subject to the 14% (one extra bedroom) or 25% (two or more extra bedrooms)

under occupancy charge. It was not concerning 4 individuals but was about one larger property potentially resulting in a number of lettings to fill that property (the other properties that are transferring into the larger one and cascading down).

**Comment:** The incentive was very positive. In real terms, on a three-bed property, the downsizing incentive worked out to be approximately £4300. In addition, an applicant may receive further assistance with downsizing. It was noted that many people did not wish to downsize however the incentive was considerable. It was hoped that the scheme would encourage people to move and free up family homes.

**Question:** Would prospective eligible tenants be approached or would the pilot be advertised?

**Response:** A communications strategy would be rolled out in collaboration with Communications colleagues. This was planned to be arranged in December 2023 and go live in January 2024.

**Comment:** Many tenants in larger homes were elderly and therefore, may not use the internet.

**Response:** The Council were aware of those who were under occupying and contact with those individuals would be made. The Council would approach those in receipt of discretionary housing payments (bedroom tax).

**Comment:** Compared to other Council's, the scheme was a very good one. Could HSSC receive an update in the next Quarter of the findings and progress of the scheme?

**Response:** Yes – an update would be brought to HSSC in the next Quarter.

**Comment:** Evidence showed around the Country, schemes such as the DIS needed considerable funding to get them off of the ground. Success was expected in small steps.

**Comment:** The DIS is a welcomed scheme that had been long awaited. With the data available, encouragement derived from connection. It was important to talk to individuals on ground level.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** It was important to recognise that individuals would use the scheme in a voluntary way. It was a big step for individuals to move home, especially those that downsized from a four-bedroom home to a one- or two-bedroom home.

**Comment:** Tenants were entitled to their lifetime tenancy and that would be respected.

**Question:** What would happen to the discretionary housing payment if a move was offered but declined?

**Response:** It would be considered during the yearly review of the DHP.

**Comment:** Gave thanks for an excellent report. Was there any data to analyse who and how many people lived within Council properties?

**Response:** It was difficult to understand exactly how many people were overprovided for within Council housing stock. Information from Council Tax and

Housing Benefit helped. Tenant knowledge needed to be improved and would be expected by the regulator from April 2024. From the new year, it would be important to review how often we visited properties within the Council's stock; a large job as the number of properties totalled 7,800. Tenant knowledge was especially important in high-rise blocks due to fire safety regulations. It was illegal to sub-let. Consideration was given to data that could be used legally and Customer Services conducted routine checks. Tenancy services planned to visit properties and it was hoped that the majority of properties would be visited within the year. It may be the case that targeted properties were visited more than once a year.

**Comment:** Tenant knowledge was important and it was vital to know who lived within Council properties.

**Response:** Further to the Charter, there was now an expectation to have knowledge about tenants that was not expected before. Consideration would be given to how the data was obtained.

RESOLVED that the content of the report be noted.

### **33. Work Programme 2023/24**

The Democratic Services Officer:

- a. presented the work programme for Housing Scrutiny Sub-Committee for 2023/24 as detailed at Appendix A of the report
- a. advised that this was an opportunity for Committee to suggest other items to be included on the work programme.

RESOLVED that:

1. Additional items be added to the work programme as follows:
  - Pet Policy Review – February 2024
  - Downsizing Policy – March 2024
2. The content of the Work Programme be noted.