



HOUSING SCRUTINY SUB-COMMITTEE

Thursday, 31 October 2024

6.00 pm

Committee Rooms 1 and 2,
City Hall, Beaumont Fee,
Lincoln, LN1 1DD

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| Membership: | Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Alan Briggs, Liz Bushell, Natasha Chapman and Loraine Woolley |
| Substitute member(s): | Councillors Adrianna McNulty and Emily Wood |
| Lincoln Tenants Panel member(s): | Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Mike Asher (Member of LTP), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP) |
| Officers attending: | Kevin Bowring (Investment Manager), Paula Burton, (Assistant Director, Housing Management), Democratic Services, Matthew Hillman, (Assistant Director, Asset Management), Emily Holmes, (Assistant Director, Strategic Development), Michelle Hoyles (Housing Strategy Manager), Ben Jackson (PPASB & Licensing Manager), Daren Turner (Strategic Director, Housing and Investment), and Marianne Upton (Tenancy Services Manager) |

A G E N D A

| SECTION A | Page(s) |
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| 1. Confirmation of Minutes - 05 September 2024 | 3 - 10 |
| 2. Declarations of Interest | |
| Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary. | |
| 3. Lincoln Tenants Panel (LTP) Project Update | 11 - 12 |
| 4. Agenda Request from Housing Scrutiny Sub-Committee: Reasons for Performance Downturn and Targets being Missed, Action Plans and Activity to Redress. | 13 - 16 |
| 5. Tenant Satisfaction Measures - Quarter 2 2024/25 | 17 - 58 |
| 6. Anti-Social Behaviour Update | 59 - 66 |
| 7. Estate Inspections | 67 - 88 |

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| 8. Estate Regeneration Investment Programme | 89 - 100 |
| 9. Unacceptable Customer Actions Policy | 101 - 120 |
| 10. Remedies Policy | To Follow |
| 11. Housing Management Structure Update | Verbal Report |
| 12. Work Programme 2024/25 | 121 - 130 |