

<b>SUBJECT:</b>	<b>LINCOLN TENANTS' PANEL ANNUAL REPORT</b>
<b>DIRECTORATE:</b>	<b>DIRECTORATE OF HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>DEBBIE ROUSSEAU-CHAIR OF LINCOLN TENANTS' PANEL</b>

## **1. Purpose of the report**

- 1.1 The purpose of this report is to provide an overview of the activities and achievements of the Lincoln Tenants' Panel between 1 April 2018 and 31 March 2019.

## **2. Summary**

- 2.1 The Lincoln Tenants' Panel produces a report each year, which sets out their main activities and achievements in the past 12 months. It also reports on priorities for the following year.

## **3. Overview of 2018-2019**

- 3.1 Over the year LTP members attended many meetings and spent a number of hours around meeting tables at City Hall and Hamilton House. They worked on a wide range of projects, a list of which can be found in section four of this report.
- 3.3 I would like to thank all the LTP members for all of their work in making the panel a success. I would also like to thank all of the support received from officers and members.

## **4. Main Activities**

- 4.1 The Lincoln Tenants' Panel over the last year has been involved in a wide range of activities. These included:
- Responded to government consultation on the Housing Green Paper
  - Assisted in setting up the the new neighbourhood boards by using experience gained on the panel
  - Continued to help improve the ASB service by working with officers and taking part in customer focus groups
  - Improved the panel's links with Housing Officers
  - Monitored performance and challenged the council over issues
  - Attended HSSC meetings and represented tenants
  - Helped to deliver the Housing Fun Day
  - Represented tenants at a regional and national level through East Midlands Tenant Participation Forum and Association of Retained Council Housing
  - Reviewed materials fitted to council homes

## **5, Priorities for 2019-2020**

5.1 Over the next 12 months, LTP plans to focus on the following areas. These are:

- Making the panel even more effective. LTP members will review the role of the panel and come up with a plan to increase the effectiveness of the panel to ensure it continues to provide meaningful feedback. This is to ensure that tenants are properly represented and the panel can support the council to deliver a quality housing service.
- Recruiting more tenants. Over the next year LTP members plan to hold events on the estates that aim to raise the panel's profile, publicise successes and recruit more tenants with the skills needed.
- Helping the council to improve the appearance of estates. Work with the council to inform the estate improvement programme and carry out community action to help tenants improve where they live.
- Monitoring anti-social behaviour (ASB). Make sure the council keeps improving the ASB service as per the recommendations in the HouseMark accreditation. The panel is also looking to set up a victim support group.
- Ensuring value for money. LTP want to ensure that the council keeps delivering value for money services for rent payers.
- Scrutinising repairs and improvements. Review the amount of repairs carried out by the council and compare this with other social landlords. Continue to review the materials fitted to council houses and increase scrutiny of contractors.

## **6. Recommendation**

6.1 Members are asked to provide feedback on LTP's priorities and consider how members can work with LTP to help achieve these objectives.

**Is this a key decision?** No

**Do the exempt information categories apply?** No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?** No

**How many appendices does the report contain?** No

**List of Background Papers:** None

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