

SUBJECT:	LINCOLN TENANTS' PANEL ANNUAL REPORT
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	MICK BARBER - CHAIR OF LINCOLN TENANTS' PANEL

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 (LTP) for the period from December 2021 to December 2022.

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 the Year

- 3.1 Moving on from Covid 19 pandemic and the lockdown periods, Lincoln Tenants Panel have strived to maintain and reintroduce business activities, and now have a mixture of face to face and virtual meetings. We held our three-year general meeting in November and attended a celebratory event at the Guildhall.

4. Main Activities

- 4.1 The Lincoln Tenants' Panel over the last year has been involved in a wide range of activities. These included:
- Contributed to the development of a new Tenant Involvement Strategy for 2022 to 2025 which has received the approval of the Council's Executive Committee.
 - Contributed to the development of a Building Safety Resident Engagement Strategy which has received the approval of the Council's Executive Committee.
 - Revised its Constitution which has received the approval of the Council's Executive Committee.
 - Contributed towards the development of the HRA Business Plan and Asset Management Strategy.
 - Engaged with the Repairs Service Managers to develop a pilot scheme for scheduled repairs, which has now concluded and has been integrated into how repairs are carried out across the City.
 - Monitored performance and challenged the council over issues.

- Re-introduced tenants' inspections for void properties and estate inspections.
- Helped to improve information provided to tenants about home garden maintenance.
- Attended HSSC meetings and represented tenants where possible.
- Attended a training event at Trafford Hall.
- Working with Tenancy Services applying for ASB Accreditation status.
- Quarterly reviews carried out to assess complaints processes and procedures.
- Attended three fire safety engagement exercises delivered in partnership with Lincolnshire Fire & Rescue and City of Lincoln Council at Trent View, Shuttleworth House and Jarvis House.

5, Priorities for the Next 12 Months

Over the next 12 months LTP have set out in their work plan the activities it will be involved in.

5.1

- Complaints monitoring.
- Review of Tenant Involvement Strategy action plan matrix.
- Tenant Inspection of void properties.
- Tenant estate inspections.
- Performance monitoring.
- Implementation of Tenant Satisfaction Measures.
- Review of tenancy services complaints.
- Continual review of schedule of repairs.
- Review and revise Lincoln Standard.
- Review communal door investment programme.
- Review and revise communal area policy.
- Review and revise repair policy.
- Continue development of the HRA Business Plan and Asset management Strategy.
- Panel member of DLUHC Social Housing Quality Resident Panel.

6. Thank You and Acknowledgements

6.1 As Chair of Lincoln Tenants Panel, I would like to thank our tenants' representatives, councillors and officers for their work in supporting our panel.

7. Recommendation

7.1 Housing Scrutiny Sub Committee are asked to note the contents of this report.