

<b>SUBJECT:</b>	<b>LINCOLN TENANTS' PANEL ANNUAL REPORT</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>MICK BARBER - 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 (LTP) for the period from December 2022 to December 2023.

## **2. Summary**

- 2.1 The Lincoln Tenants' Panel produces a report each year, which sets out its 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 Lincoln Tenants Panel have continued to maintain and introduced business activities through a mixture of face to face and virtual meetings. In addition to this, Lincoln Tenants Panel Chair has secured a placed on the department for levelling up/housing and communities Social Housing Quality Resident's Panel.

## **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 towards the development of the 30-year business plan.
  - Contributed to the 30-year business plan estate regeneration work stream consultation.
  - Contributed to the kitchen refurbishment programme choices.
  - Continued to engage with the Repairs Service Managers to review schedule of repairs programme.
  - Continued to engage with Investment to review the communal door replacement programme.
  - Continued to carry out tenants' inspections for void properties.
  - Continued to engage with tenancy services and to attend estate inspections.
  - Continued in the development of the HRA Business Plan and Asset management Strategy.
  - Continued to carry out quarterly reviews to assess complaints and ASB processes and procedures.

- Reviewed and revised Lincoln Standards policy.
- Reviewed and revised Tenants Involvement Strategy action plan matrix.
- Reviewed and revised communal area policy.
- Reviewed Annual performance and targets.
- Reviewed garage and rents.
- Monitored performance and challenged the council over issues.
- Worked with Tenancy Services to apply and secure ASB Accreditation status.
- Joined TPAS – Tenant Participation Advisory Service
- Attended HSSC meetings and represented tenants where possible.
- Attended fire safety engagement exercises delivered in partnership with Lincolnshire Fire & Rescue and City of Lincoln Council at Trent View.
- Attended training sessions delivered by TPAS and Four Million Homes programme (funded by the Department for Levelling Up, Housing and Communities).
- Attended ARCH conference.

## **5. Priorities for the Next 12 Months**

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

- 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.
- Review of ASB related complaints.
- Continual review of ASB accreditation recommendations.
- Continual review of schedule of repairs.
- Continue to review communal door investment programme.
- Review tenancy agreement
- Review pet policy
- Review rechargeable repair policy.
- Arrange for TPAS to deliver bespoke training programme.

## **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.