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***The Association of Retained Council Housing***



# HOUSING SERVICES REVIEW GROUP

# WHO ARE WE?

- The Housing Service Review Group is an advisory body drawn from and representing the interests of the tenants and leaseholders of Stoke on Trent City Council on matters within its remit.
- We are a group made up of up to 25 tenants, 1 leaseholder and 1 tenants equality panel member.
- We meet at least once a month.
- We attend conferences, workshops and have regular training sessions.

# How Did We Come About?

- As a result of the Stock Options Appraisal, the decision was made that the Council could keep control of the Housing stock.
- Various recommendations were made.
- One of which was that we still had to have a group of tenants who could make sure that the council were abiding by its agreement and that all council services which were paid for from the Housing Revenue Account Business Plan were being provided.

# What Do We Do?

- We monitor the delivery of the Decent Homes Investment Programme and the undertakings contained in the HRA Business Plan.
- We ensure that the specific conditions for delivering the Decent Homes Standard are met.
- We are involved in the annual planning and review process to determine the form and content of investment programmes and service priorities relating to council owned stock.
- We make sure that the level of communication is correct.

# How do we do it?

- We have the power to call any Council Officer to our meeting to explain their role etc.
- We have the power to make recommendations to the council concerning the development and delivery of the HRA Business Plan and the Decent Homes Programme.
- We have the power to request reports , presentations and information to enable us to carry out our role.
- We have the power to commission professional and technical advice to assist us.
- We have the duty to report back to the wider body of tenants.

# How do we do it?

- We have a duty to make sure that at all times each of the Service Improvement Teams has a member of the HSRG nominated to serve on it, with a responsibility to make sure that good communications exist between the SIT and the HSRG.
- We attend the quarterly meetings of the City Housing Forum.

# Objectives

- To make sure that the Decent Homes Standard and the HRA business plan are delivered.
- To contribute to the development of the business plan.
- To make sure that housing services improve in accordance with agreed Service Improvement Plans.
- To make sure that as far as possible the aims of the HRA Business Plan are complimentary to the wider regeneration of the City.
- To make sure that the appropriate structures are in place to link the Council Tenants and Leaseholders with their landlord to support the City Councils preparation for housing inspections.

# Our Meetings

- We have a set agenda, the first part of which concerns the Decent Homes programme and the second part the other areas of business.
- The senior officers of Kier Stoke attend this and bring us the monthly performance reports and any complaints about the service.
- The second part of the meeting involves other senior officers of the council attending and answering our questions.
- We also have regular meetings with the Council Managers of the Service Improvement teams.



*Any Questions*

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