

Recommendation Tracker

Housing, Finance and Customer Services Committee

ROUND ONE (16 June 2014)

Agenda Item	Recommendation and responsible officer	Update
-------------	--	--------

No outstanding recommendations.

ROUND TWO (17 September 2014)

Agenda Item	Recommendation and responsible officer	Update
-------------	--	--------

No outstanding recommendations.

ROUND THREE (19 November 2014)

Agenda Item	Recommendation and responsible officer	Update
-------------	--	--------

Item 7 – Housing Associations – RP and RSLs Performance Review

The Committee acknowledged that registered providers wished to retain their housing stock, that rationalisation could be complex and not always viable or likely to improve housing management services provided to Westminster residents. However, it considered that there was merit in the City Council exploring with those social landlords who do not have a management office presence in the city, the possibility of sharing Westminster's estate office space or of registered providers establishing a joint facility of their own. Members recognised that it could be difficult for residents to report and resolve issues at a distance and this would provide an opportunity for

It was agreed at the Housing Association Chief Executive (HACE) Group meeting held on 12th December that a working group would be convened involving City West Homes and Westminster's partner housing associations to explore the possibility of sharing surplus space within the Council's Estate Offices or other Council facilities where housing associations might be able to provide services directly to Westminster tenants. The first meeting of this working group is likely to occur before 31 March 2015. **Complete.**

	<p>residents who desired it to speak to a representative in person. The committee requests that this suggestion is discussed at Westminster's Housing Association Chief Executive's (HACE) group. Fergus Coleman.</p>	
<p>Item 7 – Housing Associations – RP and RSLs Performance Review</p>	<p>The committee recommended that the City Council in partnership with its key RP partners jointly commissions a survey to gather performance data and tenant satisfaction levels in the city and it requests that this proposal is also discussed and a view obtained at the next Westminster HACE group. Fergus Coleman.</p>	<p>It was agreed at the Housing Association Chief Executive (HACE) Group meeting held on 12th December that a working group would be convened involving City West Homes and Westminster's partner housing associations to explore the possibility of sharing surplus space within the Council's Estate Offices or other Council facilities where housing associations might be able to provide services directly to Westminster tenants. The first meeting of this working group is likely to occur before 31 March 2015. In progress.</p>
<p>Item 7 – Housing Associations – RP and RSLs Performance Review</p>	<p>The committee further noted that Residential Environmental Health (REHS) has developed a Joint Working Protocol to be entered into between individual RPs and REHS for the investigation of housing and public health service requests from provider tenants. The committee is keen to see all registered providers in Westminster enter into a joint working protocol with REHS. Fergus Coleman.</p>	<p>This proposal was also raised at HACE on 12th December and there was general support among RPs. Residential Environmental Health will write to all major RPs inviting them to sign up the Joint Working Protocol. Complete.</p>