

Summary of Operations Committee Meeting – August 2023

Terms of reference approved for Together for Residents (T4R). T4R is our resident scrutiny panel, empowered with looking in depth at the services saha provides and making recommendations for how we could improve our resident experience. – scrutiny topics for this year will be Neighbourhoods and Repairs

The annual report 2022-23 for residents was presented – T4R had already received the report and had given positive feedback. Committee recommended that Board approve the report.

The Regulator for Social Housing has published the new Consumer Standards, these set out expectations for housing associations from the Government, there are four new standards, all containing specific expectations as to how we deliver services to our residents;

- The Safety and Quality Standard – requires landlords to provide safe and good quality homes and landlord services to tenants
- The Transparency, Influence and Accountability Standard – requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account
- The Neighbourhood and Community Standard – requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes
- The Tenancy Standard – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords

Gas safety was discussed as there are some properties with the gas capped. Committee was concerned about the welfare of those residents and asked that they all be contacted again.

A new Fire and Building Safety Officer has been appointed – they will inspect fire doors on a regular basis and ensure that we keep up to date with new and emerging regulations around fire safety.

Quarter one performance was scrutinised covering void and arrears, health and safety, anti-social behaviour cases, complaints handling and safeguarding incidents.

The Star Survey results for 2023 were presented with overall satisfaction at 73%. An action plan was also presented to improve services to residents.

The new void standard was presented which sets out the repair requirements when a property becomes empty.