

Committee	Dated:
Housing Management & Almshouses Sub-Committee	23/07/2018
Subject: Housing Management Policy Review	Public
Report of: Director of Community & Children's Services	For Information
Report author: Liam Gillespie, Acting Head of Estates	

Summary

A review of housing management policies and procedures is taking place in 2018/19, with the aim of filling policy gaps and updating existing policies which are due for renewal.

As requested by Members, this report sets out the intended timetable for the introduction of the new policies and the review of current ones.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. A review of our housing management policies and procedures identified several areas in which no stand-alone policy exists but where it would be desirable to have one. During 2018/19, we intend to formulate these policies and address the policy gaps. We also intend to review existing policies and update them as required, making sure they are easily accessible to staff.
2. The aim of the policy review is to introduce clear statements on how we will execute certain housing management functions. Other aims include increasing transparency for residents around our decision-making and providing clear guidance for officers in managing our estates. The review will only cover housing management policies relating to the Housing & Neighbourhoods Service. Other key policies are sponsored departmentally and are unaffected by this review.
3. Procedures will be composed to accompany the policies where required. Training will be provided to officers on the content of the policies and procedures to ensure that they are properly implemented.

Policies Planned for 2018/19

4. Appendix 1 shows new policies that we intend to submit to this Committee in 2018/19. It is possible that some of these dates may change due to competing operational demands.
5. Members will note that we have an extensive range of policies planned across key areas of housing management.

Existing Policies

6. Appendix 2 shows a list of existing policies and their review dates. If no review period was provided at the time of approval, it is assumed to be three years from the date of approval.

Consultations

7. We will consult residents on the new policies via the Housing HUB and other appropriate channels. We also plan to create a web page on which draft policies will be posted and comments invited.
8. Officers at estate level will also be involved in the formulation of many of the policies and associated procedures.

Management of policies

9. A template will be used for all new policies and those approved following review. A standard review period of three years will be used unless otherwise specified.
10. All our policies are intended for publication and will be made available online. Policies, procedures and associated forms and templates will also be accessible to officers on a dedicated page on the City's staff intranet.

Conclusion

11. In the coming year, we aim to deliver a suite of new policies relating to housing management functions and review existing policies where required. Staff and residents will be able to access policies easily and the new documents will be better managed to ensure they are kept current and relevant.

Appendices

- Appendix 1 – List of policies planned for 2018/19
- Appendix 2 – List of current policies and their review dates

Liam Gillespie

Acting Head of Estates

T:020 7332 3308

E: liam.gillespie@cityoflondon.gov.uk]