

<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Dated:</b> 30/11/2020
<b>Subject:</b> Housing Management Policy Review Update	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>Y/N</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Liam Gillespie, Head of Housing Management	

### Summary

An exercise to review our housing management policies began in 2018. This involved evaluating current policies and drafting new ones where required. It has resulted in several new policies being approved, which are designed to assist housing staff in providing a consistent service, and to provide a reference point to residents on key issues.

Existing policies have been updated where required and submitted to this Sub-Committee for approval. All policies, whether new or current, have been subject to resident consultation via the Housing User Board (HUB).

The programme is near completion, with all outstanding policies currently in draft form or in the process of being reviewed.

### Recommendation

Members are asked to:

- Note the report

### Main Report

#### Background

1. A review of our housing management policies was started in 2018. Some policies were overdue for review and there were several gaps in policy regarding important operational matters. Since 2018, officers have submitted new or reviewed policies for approval and the work is now almost complete, with only a handful now remaining to complete.

## **Current Position**

2. A full list of policies is shown in Appendix 1. Members may wish to note that:
  - Fourteen new policies have been approved since 2018
  - Four existing policies have been reviewed and re-approved at Sub-Committee
3. There are now ten policies remaining to be approved (six existing policies and four new ones).
4. Some policies will require more extensive reviews and more detailed resident consultations. For example, we intend to work with interested residents to take a detailed look at the current Fire Safety Protocol, as the implementation of this policy has been contentious on some estates (especially regarding the placing of plants and other items in communal areas). Our aim is to produce a clearer and more user-friendly document with associated guidance on key areas, the guidance to be written in collaboration with residents.
5. The Pets Policy has been reviewed and a consultation was completed in October and November 2020 in which residents were asked for their views on dog ownership, exotic pets and any other views on the current policy. A separate report will be submitted to Members on this outcome of this exercise before the policy is finalised and submitted for consideration.

## **Conclusion**

6. An exercise to review our policies on housing management began in 2018 and is almost complete, having created fourteen new policies to date. There will be 28 housing management policies governing key areas of our work.
7. Ten policies remain to be considered and all are in the process of being reviewed or re-drafted.

## **Appendices**

- Appendix 1 – List of housing management policies

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