

| Title  | Date Added | Pending Actions  | Action Owner                      | Due Date              | Update   |
|--|------------|--|-----------------------------------|-----------------------|--|
| COLPAI and Isleden House - Local Lettings Plan.  | 03/11/2022 | A member requested that a visual map regarding overcrowding of social housing be provided.   | Housing Needs Manager             | November C&CS         | Officers have compiled the data on overcrowding in the City and are compiling this data in a visual format.  |
| Savills Review                                   | 13/03/2023 | Briefing to be scheduled for members after May Committee if a breakfast briefing has not been arranged. A report on this to go to the HMASC Meeting.   | Housing & Barbican                | December C&CS         | A report will be presented to C&CS Committee in December 2023.   |
| Homelessness and Rough Sleeping Strategy 2023-27 | 03/05/2023 | Further information is needed.   | Head of Strategy and Performance  | November C&CS         | The strategy will come to November C&CS Committee.   |
| CCS High Level Business Plan                     | 03/05/2023 | A members briefing needs to be arranged in respect to the 5-year business plan. A member requested for social mobility to be added to the plan.  | Head of Strategy and Performance  | January/February C&CS | The business plan will come to January/ February C&CS Committee.   |
| CoL Women Project Update                         | 27/07/2023 | *Chair asked if consideration could be given to women with no recourse to public funds.<br>*Clarity sought with respect to 'those who identify as women'.<br>*Committee to receive further report at the end of the year, with a comprehensive business case, to demonstrate the impact of the CoL Women Project and secure its continuity.  | Homelessness & Rough Sleepers     | December C&CS         | A report will be presented to C&CS Committee in December 2023.   |
| Golden Lane Estate Community Safety Patrolling   | 27/07/2023 | More frequent patrols by City Police/Parkguard requested.  | AD Commissioning and Partnerships | December C&CS         | Officers have submitted a bid to the Home Office for their 'safer streets fund' and if successful, this would enable the scheme to be widened.   |
| Carers - Information and Advice                  | 27/07/2023 | *Carers would like to see a dedicated information/advice facility in the City of London.<br>*Funding had been approved for a card which allows parent carers to jump queues at leisure activities and facilities. Members asked if similar could be made available for adult carers.   | Head of Strategy and Performance  | December C&CS         | A report will come to C&CS Committee in December 2023.   |
| Window Replacement                               | 27/07/2023 | Chair asked for a joint officer report of the Chamberlain and Housing consultants in terms of the HRA implications regarding whether windows replacements could be extended irrespective of age. A Housing Review was due to be complete in October, and committee would receive a report in November.   | Housing & Barbican                | December C&CS         | A report will come to C&CS Committee in December 2023.   |
| Middlesex Street Estate Communal Heating System  | 14/09/2023 | Members requested that additional work be carried out within the next month, ahead of the delegated decision being taken. Further work to be completed to resolve queries below should include residents as well as officers - next iteration of report under delegated authority should include:<br>i. The full extent of the works in terms of the electrical supply and feasibility.<br>ii. The actual number of Leaseholders who might wish to opt out.<br>iii. More clarity on the legal position.<br>iv. Changes in the costings over the past 4 years.<br>v. Information as to whether residents in other Local Authorities have opted out. | Housing & Barbican -              | November C&CS         | A briefing note was produced by Officers and this was shared and discussed at a meeting with Members. The meeting included two residents wishing to opt out.   |
| Middlesex Street Estate Condition                | 14/09/2023 | Estates in poor conditions. This could be remedied by withholding payment to contractors pending satisfactory inspections - followed by a 7-day period to enable residents to comment. AD of Housing to give further updates at next meeting.  | Housing & Barbican                | November C&CS         | Officers have visited Middlesex Street and have implemented several actions to resolve some of the issues raised.  |
| Housing specific winter measures                 | 14/09/2023 | Communications to be sent out to all regarding damp and mould to all on the estate.  | Housing & Barbican                | November C&CS         | A 2 page article on damp and mould will be in the December edition of @home. All residents were sent the damp and mould leaflet earlier in the year. The corporate website is being updated with the latest news on damp and mould. A training session was held on 15th September 2023 on Damp, Mould and Condensation for non-technical staff.  |
| Repairs and Maintenance Contract.                | 14/09/2023 | The Head of special projects will run the procurement process and a draft timeline circulated to Members .   | Housing & Barbican                | Ongoing               | Both contracts for Repairs & Maintenance currently with Wates (HRA) and Metwin (Barbican) will expire at the end of March 2024. A committee report requesting approval to proceed with a deed of variation for both contracts extending until the end of March 2025 is being prepared and will be presented for approval to Finance Committee and Procurement and Projects Sub Committee in December. It is unfortunate that a lack of oversight has caused this problem with insufficient time to re-procure in time for the current contract expiry date. To re-procure new contracts and consult with all stakeholders a deed of variation is required to maintain the current contracts until March 2025. It is recognised that the current contract performance is not optimal, and robust contract management will be required to ensure that the service improves whilst re-procurement is taken forward. A questionnaire will be distributed to all residents and stakeholders to obtain feedback on current arrangements, and soft market testing will be taken forward prepare the market to the opportunities of the new contracts, and to attract a high calibre of contractors and to set out our expectations for the service going forward. |
| Major Works Refurbishment - Golden Lane Estate   | 13/03/2023 | Chair has requested for a 9-monthly update on the refurbishment works.   | Housing & Barbican                | December C&CS         | This has been included in the reporting process for the project and the first report will be presented to C&CS in winter.  |
| Tenant Satisfaction Measures                     | 27/07/2023 | *Housing KPIs (with TSMs) to be reported on, on a monthly basis WEF end of June 2023<br>*Consideration for a monthly HMASC sub-group to be set up, with delegated responsibility for scrutiny/sign off of KPIs and TSMs<br>*Explore Options for tenant perceptions survey, report findings and recommendations to October HMASC  | Housing & Barbican                | (Monthly - Ongoing)   | *Officers have appointed Acuity to carry out the tenant survey in preparation for the first regulatory return which is due in April 2024<br>*The survey will be carried out by telephone and online and will take place from 25 September to 21 October 2023<br>*Acuity will ensure that a minimum number of tenants are contacted to ensure the results are statistically significant<br>*We are not required by the Regulator for Social Housing to survey leaseholders, however they will be included in the online survey to enable us to gauge satisfaction<br>*The proposed performance sub-group of HMASC requires further discussion and ultimately a decision by Members on whether such a group should be constituted  |