

APPENDIX B – HOUSING SCRUTINY COMMITTEE ACTION TRACKER (NOVEMBER 2025)

Meeting	Item	Action	Action by	Status
12 th Nov 24	Housing Transformation Programme Update	Officers would provide information regarding the Relational Practice Model and the staff training programme when the information was available	Director of Housing (ES)	An update has been shared in the item on the Housing Transformation Programme
12 th Nov 24	Neighbourhoods – Housing Update	Officers would provide an update regarding the tenancy visits once the programme was underway.	Director of Housing (MJ)	The Home Visiting Programme has started, with the first tranche of visits underway, officers can provide an update to a later committee once sufficient visits have taken place.
13 th Jan 25	Housing and Domestic Abuse: Update	Officers will provide an update regarding the effectiveness of the initiatives and its impacts on under-represented groups, along with other measures could be considered going forward.	Director of Housing (CB)	A written update on progress will be shared at the end of the year

15/9/25	Leaseholder Services and Housing Income Update	<p>Every three months, any repairs carried out in the previous quarter were added to the portal and shared with those leaseholders. This allows leaseholders to review the repairs early and raise concerns—such as poor workmanship or repairs that hadn't been done—so officers could address issues within that three-month window. Officers would provide information on the number of leaseholders who had signed up to this scheme.</p>	Director of Housing (SS)	187 residents have signed up to this scheme to date.
15/9/25	Housing Ombudsman Report and Action Plan	Officers advised that with Awaabs Law coming into effect from October 27 th , the Council's whole approach to tackling damp and mould hazards would be changing. Officers would provide further	Director of Property Management	An update will be circulated to Housing Scrutiny Committee members before the end of November setting out the experience of the first few weeks of the legislation.

		information on this and how the Council would be ensuring emergencies were addressed swiftly and efficiently; where there were any checks and balances to ensure repairs were not lost; and was an analysis carried out as a matter of course of what the lesson's learned from repair's that did not go to plan.		
15/9/25	Repairs Services Performance	It was an aim to try and educate tenants and residents about the costs of a missed appointment, not only as a cost to the Council, but it could mean that another tenant or resident is missing out. Officers would be working with the Residents Oversight Panel to have a discussion on how this information could be passed on to tenants and residents	Director of Property Management (SR)	This will be presented to the Oversight Panel on October 21st. We anticipate having an agreed proposal for consideration by January 2026.

		and members of the scrutiny committee would be provided with an update on this when it was available		
15/09/25	Void Property Performance	Officers would look at where improvements could be made in the mutual exchange process to help tenants move homes through this route, and make sure repairs that were the landlord's responsibility were addressed in line with policy.	Director of Housing	An update will be provided to members of the Housing Scrutiny Committee once this matter has been considered, with a note to be circulated early 2026.