

APPENDIX B – HOUSING SCRUTINY COMMITTEE ACTION TRACKER (FEBRUARY 2026)

Meeting	Item	Action	Action by	Status
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.
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 and members of the scrutiny committee would be provided with	Director of Property Management (SR)	<p>Currently, missed appointments are about 4%, and the aim is to reduce them to no more than 2%.</p> <p>The Resident Oversight panel will discuss the current situation at their meeting on the 30th of June. They will consider the main reasons for the 4%, which will include</p> <ul style="list-style-type: none"> Recruitment Systems Communication issues Operational challenges Cost & performance <p>We anticipate this will be a 6-month project (due to summer availability)</p>

		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	<p>An update will be provided to members of the Housing Scrutiny Committee once this matter has been considered, with a note to be circulated by Spring 2026.</p> <p>A Voids Improvement Programme is under development that will consider instances where repairs that are the landlord's responsibility are adequately addressed, including for mutual exchanges, with a note to be circulated in the summer.</p>
9/12/25	Insight, learning and impact report quarter 2	Officers agreed to provide an update to Members on the Housing Investment Strategy's £100 million allocation to the Communal Heating Network.	Director of Property Management	A note will be circulated to members of the Housing Scrutiny Committee.
		Officers would consider how best to keep members advised when housing issues arose in their wards which included the support being	Director of Property Management	A review of the incident at Brunswick was completed and next steps published online which can be found here (Holborn DMC microsite).

		provided to tenants and residents.		
24/02/26	Housing Ombudsman recommendation and repairs update	Information regarding internal review following the loss of heating and hot water at the Brunswick Estate and other estates would be sent to members for information.	Director of Property Management	The review report can be found online here (Holborn DMC microsite).
24/02/26	Annual report of the Cabinet Member for Better Homes	Officers would provide briefing to all members of the scrutiny committee regarding the new requirements for Residential Personal Emergency Evacuation Plans.	Director of Property Management	Regular updates are taken to the Housing Building and Fire Safety Panel on this subject. The latest update can be found online here