

Appendix A
Draft Cabinet response to recommendations of
the Housing and Homelessness Panel of the Scrutiny Committee

The document sets out the draft response of the Cabinet Member to recommendations made by the Housing and Homelessness Panel on 27 November 2024 concerning the HRA Asset Management Strategy and 5-Year Investment Programme. The Cabinet is asked to amend and agree a formal response as appropriate.

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| Recommendation | Agree? | Comment |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1) That Cabinet sets more ambitious targets for tenant satisfaction, aiming to exceed the current benchmark of 70%, by aligning with best practices from top-performing authorities and exploring opportunities for enhanced engagement with tenants. | Yes | We will assess the efficacy of our tenant satisfaction target further as we review our tenant engagement arrangements, our plans for reviewing the delivery of our landlord services; and the expected improvements in the delivery of repairs services as a result of our new commissioning and clienting arrangements with ODS and we will align to the corporately agreed KPIs on tenant satisfaction as follows: 23-24 - 78% 24-25 - 79% 25-26 - 80% 26-27-81% 27-28 - 82% |

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