

APPENDIX B – HOUSING SCRUTINY COMMITTEE ACTION TRACKER (JANUARY 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.
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 was shared with members ahead of February scrutiny meeting.
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	Director of Property Management (SR)	Members of the oversight panel requested that this matter be postponed until later in 2026, as prioritising Awaab's Law and its implementation is essential. The panel recognised the importance of delivering on this new legislation effectively. Consequently, it was agreed that this topic would be revisited during the session scheduled for April 26, allowing for further discussion and consideration.

		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 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 by Spring 2026.

10/11/2025	Work Programme	Officers agreed to provide an update on the progress on taking forward the recommendation arising from the Cabinet Adviser report of Leaseholder Services separately to members.	Director of Housing	An update on progress against the recommendations was included in the Better Homes Annual Report.
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 before the end of February 2026.
		Officers would consider how best to keep members advised when housing issues arose in their wards which included the support being provided to tenants and residents.	Director of Property Management	A review of the incident at Brunswick is underway, and the outcomes are expected in late February / early March 2026, when they will be shared with members. Alongside this, we are reviewing incident management procedures across the Homes and Communities directorate, of which communication with members and stakeholders will be considered, and we can share an update on this in the summer.

12/1/26	Housing Associations annual report	Officers agreed to set up a meeting where necessary with the members of the scrutiny committee and housing association representatives to discuss issues around response the Members Enquiries; specific cases work issues; developing relationships between members and the housing associations; tenant service charges; sharing information with Members on what welfare and financial advice Housing Associations provided; improving communications with tenants; improving relationships with other council services; seeking to resolve issues before they reached the complaints process; improving repairs, and	Director of Housing	Meeting is being arranged as agreed.
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		damp and mould concerns; informing the Council and Members of key developments in their wards (including when new homes were delivered or large scale refurbishments) along with other good news stories on housing association premises in the borough.		
12/1/26	HRA Budget and Rent review	Officers agreed to consider the issue of the cost of missed appointments on the authority as a possible future efficiency saving	Director of Property Management	This recommendation is noted and is being examined from two aspects, one in terms of productivity and monitoring of appointments at trade and operative level through the ROCC system, the other is how we can reduce levels of no access – noting existing work through the MadeTech system to allow residents to directly manage appointments, also the SMS reminders that are issued – and considering what other measures may be helpful.