

ACTIVITY UPDATE

2024/25

Feedback from
members of the Tenant
and Leaseholder
Scrutiny Group





The Tenant and Leaseholder Scrutiny Group

Key Activities

- The group has met quarterly with senior officers within housing to look at performance in key areas:
- Repairs
- Damp and mould
- Consumer Standards
- Stock condition Survey
- Tenancy Management
- Housing improvement plan

The group has highlighted tenants concerns and provided feedback on how tenants and where applicable leaseholders are being affected

Scrutiny Topics

As well as quarterly formal meetings with Senior Officers the TLSG meets monthly to scrutinise topics.

The focus for TLSG for 2024/25 has been on Priority 3 within the Housing Strategy Action Plan 2023 to 2028 – “Quality Housing for All”

- Initially the plan was do scrutinise the feedback from the stock condition survey but delays in getting sufficient data have put this on hold
- In the interim the group have been looking at Housing Disrepair Claims and what can be done to ensure tenants are making informed choices when choosing to make a legal challenge. We have made a number of recommendations on this

Scrutiny Topics - Continued

- The group has also made several recommendations on the draft Good Neighbourhood Management Policy which will shortly be out for wider consultation with tenants and residents
- The group has also provided feedback to officers on a number of policies including , the repairs policy and lift policy
- Discussions with the Income Management Team on the then proposed rent increase and amendment to service charges
- The two leaseholder members of the group have also been in regular discussions with the Home Ownership unit with a view to increasing opportunities for leaseholders to share their views

Other Activities

- The Annual Report to Tenants
- The Tenant Conference
- Appointing a new member
- Building a relationship with members of the Tenant Auditor Group
- Participation of members of the group in the recruitment of senior officers within Asset Management
- Building relationships with the Safer Neighbourhood and Active Communities Board

Priorities for 2025/26

- Renewal of TLSG membership
- Monitor the delivery of the Housing Improvement Plan
- Agree a joint work programme with the TAG
- Track progress on the implementation of actions based on agreed recommendations made by TLSG and TAG
- Building the relationship with the Safer Neighbourhoods and Active Communities Board
- To continue to challenge to ensure the voices of Sandwell council tenants and leaseholders across the borough are heard

Meeting with SNAC



THANK YOU