

OVERVIEW AND SCRUTINY TASK GROUP - QUALITY OF HOUSING PROVIDED BY SOCIAL LANDLORDS

THURSDAY, 12TH APRIL 2018, 6.00 PM

COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF ANY INTERESTS

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3 DISCUSSION WITH RICHARD HOUGHTON, DIRECTOR OF OPERATIONS AT CHORLEY COMMUNITY HOUSING

(Pages 3 - 4)

Members of the Task Group identified Richard Houghton as one of the officers they wished to speak with during the inquiry.

The suggested topic areas for discussion are enclosed for consideration.

4 ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Task Group - Quality of housing provided by social landlords Councillor Jane Fitzsimons (Chair), Councillor (Vice-Chair) and Councillors Charlie Bromilow, Tom Gray, Margaret Lees, Matthew Lynch, June Molyneaux, Alistair Morwood, Mick Muncaster, Steve Murfitt and Kim Snape.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

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Topic Guide for Landlord Interviews

- **Customer service** – level of enquiries and complaints, how they are handled, the process, the feedback you receive
- **Property maintenance and standards** – feedback on their service, perceived satisfaction levels from customers, prompts – property standards, grounds maintenance and cleaning, quality of repairs and maintenance
- **Engagement and communication** – how they engage and communicate with their customers, particularly around keeping them informed, opportunities for feedback/ having their say, and what they do with feedback
- **Neighbourhood** – what they do to keep their property areas safe, how they deal with complaints about the neighbourhood, relationships with other services to tackle any issues, desirability of different neighbourhoods they operate in
- **Property needs** – do they get feedback from tenants when moving out of their property, anything on the types of property they consider to be high demand/ low demand

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