

PORTFOLIOHOLDER FOR HOUSING AND COMMUNITY INVOLVEMENT

PRIORITIES FOR 2010/11

- To work with the Social Health and Inclusion Partnership to focus our work to support priority groups and areas.

We continue to work with SHIP and its agreed action plan which is working towards improving services to homeless people and other vulnerable groups together with increasing the supply of affordable housing.

- To provide at least 100 new units of affordable housing.

We exceeded this by providing 146 units of affordable housing during 2010/11

- To effectively manage the new council housing repairs contract, ensuring a smooth transition that delivers service improvements.

Our contractor, Mears, started this contract on the 29 September 2010. Indications show that tenant satisfaction is high and the quality of work is improving.

- Consult council housing residents on the new Tenant Services Authority regulatory framework for social housing and develop a set of local standards for Exeter to meet our obligations.

A major consultation exercise took place in August of 2010 from which our local offer was agreed with tenants and published. This was part of the Council's response to the new TSA Regulatory Framework.

- To continue to work with the Resident Auditor Team for Council housing and act on their findings.

The Resident Auditor Team continues to undertake detailed assessments of existing housing services and producing reports on their findings. Recently the group have looked at our lettable standard on council houses when re-let and the possible use of incentive schemes.

- To review the processes by which the need for disabled adaptations are assessed and provided.

The review looked at the Disabled Adaptation service across rented properties and resulted in a protocol being agreed and signed by all

registered providers to ensure a consistent level of service delivery of adaptations.