

STRATEGIC HOUSING PANEL

MINUTES OF MEETING HELD ON 26 JANUARY 2009

Present: Councillors G Clements (Chairman); J Bowman; A Jacob; J Jackson; R Pitt; P Whalley; Miss E Woodburn.

Officers: L Priebe; A Davis; D Cochrane; T Capper

Minutes

The minutes of the meeting held on the 15 December 2008 were signed by the Chairman as a correct record.

SH 38 Copeland Homes Liaison

(Councillor P Whalley declared a personal interest in this item as a Copeland homes tenant)

Members discussed an update on discussions with Copeland Homes on joint working, and raised the issue of consultation by Copeland Homes on topics likely to be of concern to local Members such as SIU closures.

It was agreed that clarification should be sought from the Tenant Services Authority on whether the Council as local housing authority had any power of veto over Copeland Homes as RSL.

SH 39 Customer Feedback and Complaints

The Panel considered a report updating Members on implementation of a consistent approach to the handling of complaints. It was noted that the customer satisfaction survey circulated with the report would need further development and refinement.

The report was noted.

SH 40 Fuel Poverty Strategy

The Panel considered a report deferred from the last meeting on a draft Fuel Poverty Strategy, which would be submitted to the Panel in its final format in the next few months.

RESOLVED – That the draft Strategy and report be noted.

SH 41 Service Level Agreement – CAB and CLC

The Panel considered draft Service Level agreements for 2009/2010 with the Citizens Advice Bureau and the Carlisle Law Centre to replace the SLA's expiring on 31 March 2009.

RESOLVED – that the draft SLA's be submitted to Executive in March for approval and that future agreements be re-drafted to include measurable outcomes.

SH 42 **Strategic Housing Action Plan**

The Panel considered the updated Action Plan to address the issues highlighted in the Audit Commission report, and noted that a visit by the audit Commission to monitor progress would take place shortly, with feedback at the end of January.

The report was noted after a number of questions from Members on details.

Arising from the Action Plan, it was agreed that information on Houses in Multiple Occupation (HMO's) should be circulated to all Councillors to assist in identification of additional HMO's in the Borough.

SH 43 **Date of Next Meeting**

Friday 27 February 10.00 am

The meeting closed 11.40 am

Chairman