

Appendix 2

Topics for possible inclusion in the first annual work programme

Following initial discussions with the Service Head of Strategy, Regeneration and Sustainability (D&R) several possible areas for scrutiny have been suggested which include:

1. Monitoring the quarterly performance data collected from local registered social landlords;
2. Considering complaints (including relevant Ombudsman investigations into housing complaints) received and identifying areas where there is a large volume of complaints and how these compare with other London boroughs. Reviewing these areas with a view to proposing positive ideas about where and how necessary improvements can be made;
3. Assessing the impact of the growing trend of mergers between housing associations, with a significant housing stock in the borough, will have. Establish if, in the light of this trend towards greater consolidation, a new protocol will be needed to regulate the Council's relationship with the RPs sector in future, especially if many RPs cease to hold charitable status;
4. Assessing housing information provided to members and whether this can better co-ordinated.
5. Investigating the feasibility of introducing a private landlord accreditation scheme to encourage good private rented sector landlords, by drawing on best practice developed by other local authorities.

Best practice examples from other Housing Scrutiny Sub-Committees show they consider a range of issues which include:

- Monitoring operational performance including:
 - Housing voids
 - Repair times and standards
 - Complaints
 - Homelessness cases
 - HMO numbers
 - Maintenance and refurbishment programmes
- Reviewing statutory or non-statutory housing policies and strategies (including those where there is planned DCLG consultation on potential changes to housing policy) and making recommendations arising from such reviews to the Cabinet, Overview and Scrutiny Committee or Full Council. Examples include:
 - Housing Strategy
 - Homelessness Strategy
 - Tenancy Policy

- Private Sector Housing Policy
 - Affordable Housing Policy
 - Choice Based Lettings Scheme
 - Landlord Accreditation Scheme
- Reviewing joint working or contract arrangements. Examples include:
- Tower Hamlets Homes
 - Tower Hamlets Housing Forum
 - Working with Registered Providers
 - Key commercial contractors

In setting the annual work programme, topics proposed by local residents, tenants and leaseholders associations and members of the public will be taken into account, as well as engagement with local housing providers.