

**THE MORAY COUNCIL**  
**MINUTE OF MEETING OF THE HOUSING SUB- COMMITTEE**

**FRIDAY 5 MARCH 2010**

**COUNCIL OFFICE, ELGIN**

**PRESENT**

Councillors E. McGillivray (Chairman), S. Cree, B. Jarvis and D. Stewart.

Tenant Reps: - Mr S. Christie, Ms E. Miller, Mr M. Pirie, Mr R. Taylor and Mr D. Wood

**APOLOGIES**

Apologies were received from Councillors G. Leadbitter, M. McConachie, J. Mackay, F. Murdoch and R. Shepherd

**IN ATTENDANCE**

The Chief Housing Officer, Housing Programmes Manager, Senior Area Housing Manager, Capital Programmes Assistant, Mr Valiente, Solicitor (Commercial & Conveyancing) and Mrs C Carswell, Committee Services Officer as Clerk to the Committee.

**1. DECLARATION OF GROUP DECISIONS AND MEMBERS INTERESTS**

In terms of Standing Order 20 and the Councillors' Code of Conduct the meeting noted that there were no declarations from group leaders or spokespersons in regard to any prior decisions taken on how members will vote on any item on the Agenda nor any declarations of Members Interest in respect of any Item on the Agenda.

**2. WRITTEN QUESTIONS**

The Sub-Committee noted that no written questions had been received.

**3. FLOODING UPDATE**

The Chief Housing Officer advised that all tenants had moved back into their properties. There was still a small number of tenants who would remain in temporary accommodation until new properties were found for them. There were still non-council tenants in Bishopmill House but it was hoped to close the property in the next few weeks.

The Committee congratulated staff from the flood team, DLO, etc for all their hard work during the flooding and tidy up thereafter.

#### **4. REVIEW OF CUSTOMER FEEDBACK POLICY**

There was submitted a report by the Director of Community Services providing details of the review of the Housing Service Customer Feedback Policy, asking the Housing Sub Committee to approve the revised policy and the recommendations in respect of the comprehensive three-yearly tenants survey undertaken by the Housing Service.

The meeting noted that estate audits were done twice a year where it was an opportunity for tenants to meet officers, elected members, tenant core group members face to face in an informal basis. Mr Christie advised that it was an extremely useful exercise.

Following consideration, the Housing Sub Committee agreed to:

- (i) note the details of the review of the Customer Feedback Policy;
- (ii) approve the revised draft of the Customer Feedback Policy; and
- (iii) approve the proposal to continue to undertake a comprehensive three-yearly survey of tenants with the next survey being carried out in 2011 following the implementation of DBS in the Housing Service.

#### **5. REPAIRS POLICY UPDATE**

There was submitted a report by the Director of Community Services presenting a update on current proposals for the preparation and consultation on a draft revised Repairs Policy.

Following consideration, the Housing Sub Committee noted:

- (i) proposals for the preparation and consultation on the draft revised Repairs Policy; and
- (ii) that a further report would be presented once the detail of Designing Better Services (DBS) implementation for the Housing Service was clear.

#### **6. HOUSING REVENUE ACCOUNT BUDGET 2010-2011**

There was submitted a report by the Director of Community Services providing the Housing Sub Committee with details of the Housing Revenue Account (HRA) Budget and Housing Investment Strategy for 2010/11 which was approved by the Moray Council on 11 February 2010 for information.

Mr Christie stated that, in his opinion, the rents were one of the lowest in Scotland and for the service received this appeared to be good value.

Following consideration the Housing Sub Committee noted the agreed Housing Revenue Account Budget for 2010/11.

## **7. HOUSING BUDGET MONITORING - 2009/10**

There was submitted a report by the Director of Community Services presenting budget monitoring for the Housing Revenue Account (HRA) for the period to 31 December 2009.

The Capital Programmes Manager advised that the Council were on target for meeting new standards in 2015.

Following consideration the Housing Sub Committee agreed to note the budget monitoring report for the period to 31 December 2009.

## **8. HOUSING INVESTMENT 2009/10**

There was submitted and noted a report by the Director of Community Services informing the Housing Sub Committee of the position to 31 December 2009 for the Housing Investment Programme for 2009/10.

## **9. HOUSING QUARTERLY PERFORMANCE REPORT - 3<sup>RD</sup> QUARTER 2009/10**

There was submitted a report by the Director of Community Services outlining the performance of the Housing Services for the period 1 October to 31 December 2009.

During discussion, the meeting noted that actions had been tightened up in respect of arrears with prevention and support being investigated and it was hoped to hit 3% at the year end.

Following consideration the Housing Sub Committee noted the:-

- (i) performance outlined in this report; and
- (ii) actions being taken to seek improvements where required

## **10. AREA HOUSING TEAM REPORT - QUARTERS 2 AND 3 2009 / 10**

There was submitted and noted a report by the Director of Community Services presenting details of the Area Housing Teams' activities over the period 1 July 2009 to 31 December 2009.

## **10. TENANT PARTICIPATION - QUARTERLY UPDATE**

There was submitted a report by the Director of Community Services updating the Housing Sub Committee on the tenant participation activity in Moray from 1 October to 31 December 2010.

Mr Christie advised that the regional networks were part of the nation set up and a meeting would be held in May. He would like more members for the Tenant Participation Working Group to allow them to get more work done but that this would be worked on.

Councillor McGillivray thanked the tenants for all their hard work.

Following consideration the Housing Sub Committee agreed to note the contents of this report.

## **11. QUESTION TIME**

The Housing Sub Committee noted that no questions were raised.