



Tenant Scrutiny Panel Impact Assessment 2018-2019



Housing Services

Type of involvement

This resident led panel made up of 6 residents met every month.

They work with Officers to make sure tenants views are taken into account when writing/reviewing policies.

They also agree the Tenant Satisfaction Survey and produce the Annual Leasehold & Tenant Report.

What has happened?

Outputs

The following policies were reviewed/ produced through discussion with the panel:

- Repairs policy
- Delivery of front line services policy
- Fly tipping policy
- Domestic violence policy
- Pet policy
- CCTV policy

The 2017/18 Annual Leasehold & Tenant Report was produced in September 2018

So what?

Impact

The amendments to the policies have made them clearer, consistent and fair for all tenants.

The Tenant Satisfaction Survey was agreed and will form the basis of the Annual Leasehold and Tenant Report in 2019/20 making sure all tenants receive information about satisfaction levels.

Impact

HIGH

Value for money

costs and resources

Tenant hours	126
Travel	£582.20
Total	£582.20

We believe overall Value for Money to be

GOOD