



HOUSING COMMITTEE OFFICER REPORT

Cleaner Estates/ Tenant Engagement Update:

Consultation

We are currently consulting with tenants at Maple Close and looking to change the block of 4 flats on to the refuse bin system as opposed to bags.

Bearlands

Installing further signage for the use of the refuse bins as we are encountering quite a bit of contaminated waste after a relatively successful period.

Refuse Pilot with Support from Site Officers

Due to staff vacancies, leave and sickness we have delayed the start of the pilot, and this will now start on 1st November. We are aware that as we move into a difficult period this winter, it is important that we continue to ensure that our estates are clean and tidy, and we are continuing to work with our colleagues in both tenant and Community Services to achieve this

STAR Survey

The Satisfaction survey was sent to all Independent Living tenants and 2000 General Needs tenants from 25 September.

ARP Research, who are conducting the survey have advised that the results are still suppressed Nationwide and to expect up to 10% lower results.

There is a prize draw for £150 worth of supermarket vouchers for tenants who enter.

We understand that it will be a difficult period this winter, it is important that we continue the work we are doing.

Walkabouts

There are several Walkabouts scheduled for w/c 10 October. These have been sent out to all members with further areas for walkabouts in the planning stage. We have promoted these on social media which has generated quite a lot of interest.

Housing HUBS

We now have Housing HUBS set up at The Octagon, Paganhill, APT, Stonehouse, GL11, Cam and are looking to set up HUBS in Nailsworth, Dursley and Nouncells Cross. We will be advertising these shortly once we have confirmed all of the venues. We are aware that the name HUBS now appears to be overused so are looking to change the name. We are possibly looking at 'Housing Community Team' but are open to suggestions.

Neighbourhood Management Officers (NMO)

As from 31 October we will be changing the name of Neighbourhood Management Officers and reverting to 'Housing Officers'. The NMO title has been in place for a couple of years but has always caused confusion and tenants still ask who their Housing Officer is, so we believe this change in title will be welcomed by all.



STROUD DISTRICT COUNCIL

Council Offices • Ebley Mill • Ebley Wharf • Stroud • GL5 4UB
Telephone 01453 766321 • Facsimile 01453 750932
www.stroud.gov.uk

HOUSING COMMITTEE OFFICER REPORT

TPAS Conference 7th July

Two tenants attended with two staff members. The aim was to help support involved tenants understanding of Housing regulations and national issues. It was also an opportunity for involved tenants to meet others from different parts of the country and housing organisations as well as give them a chance to share, compare and contrast their own housing experiences. There was a talk about the progress that the Housing Complaints Ombudsman is making.

Other learning topics included:

- 1) Equality, Diversity & Inclusion in Social Housing,
- 2) Community Resilience in a Challenging World,
- 3) Re-engineering Involvement &
- 4) What do residents need to know about Net Zero.

REPORT SUBMITTED BY	Michelle Elliott, Housing Manager
DATE	6 October 2022