

**Recommendations for Cabinet that will resolve in an action being taken:**

## **Housing Review Board on 17 September 2020**

### **Minute 72 Advantage South West - renewal of subscription**

RECOMMENDED: that Cabinet approve that the Council continue paying the annual subscription to maintain the membership to Advantage South West.

### **Minute 73 Air source heat pumps**

RECOMMENDED: that Cabinet approve the continued use and installation of air source heat pumps as a viable carbon efficient alternative to conventional boilers.

### **Minute 75 Climate change action plan**

RECOMMENDED: that the Housing Review Board recommend to Cabinet that:

1. Members agree to the climate strategy actions detailed in the report.
2. Members endorse the cultural shift required to move to a carbon neutral housing service within 20 years.
3. Approval is given for the need for an additional Programme Works Officer who will focus on energy efficiency measures and drive forward the programme for improvements to the housing stock, with additional funding being designated from the Housing Revenue Account.

### **Minute 78 Finance report to end August 2020**

RECOMMENDED: that Cabinet agree the budget reallocations within the report, note the impact assessments and approve the report on the Housing Revenue Account financial position to end of August 2020.

### **Minute 79 Stock condition survey**

RECOMMENDED: that Cabinet approve the delivery of the stock condition survey by an external consultant sourced through an approved procurement framework.

### **Minute 80 Formal complaints**

RECOMMENDED: that Cabinet approve:

1. that the Housing Leadership Team re-iterate the importance of outstanding customer care, considering additional training and awareness opportunities where appropriate.
2. that the Housing Operational Managers group reviews processes to ensure they are effectively co-ordinating responses and updates on formal complaints and councillor enquiries raised with them.
3. that the Housing Services Manager works with the council's Information and Complaints Officer, and customers on the Designated Tenant Complaints Panel, to self-assess against the ombudsman's new code by 31 December 2020.
4. that the Housing Services Manager ensures that better communication is given from Housing Officers in responding to queries from tenants to effectively manage expectations of customers.

### **Minute 81 Sailor's Rest, Exmouth - allocations and management**

RECOMMENDED: that Cabinet approve the policy to provide support and clarity to the allocation and management process for the flats at 18A and 18B St. Andrews Road, Exmouth, whilst they are being used as move on accommodation.

## **Minute 82 Structure of the housing service**

### RECOMMENDED:

1. that Cabinet note the changes to the structure and approve the need for the recruitment of a specialist Mental Health Support Officer to work within the housing services team.
2. that Cabinet approve additional funding (£37,500 – Grade 6 with associated costs) is designated from the Housing Revenue Account.