

# Proposal form for items for consideration by Housing Review Board



Submitted by: Sue Saunders and Sue Dawson (tenants)

Date submitted: 10<sup>th</sup> March 2022

Item for Consideration: An enquiry and updating of Tenant Involvement and customer service.

Expected outcome (i.e. new policy, new action, new partnership, review and/or scrutinise the performance of other public bodies or of the Council in relation to its policy objectives, performance targets and/or particular service areas):

Priority for matter to be considered (please tick):

High (up to 3 months)	x
Medium (3 to 6 months)	
Low (over 9 months)	

Basis on which priority has been set:

The suggested item should be included in future programme(s) because: (please tick as appropriate)

a) It is a district level function over which the district has some control	
b) It is a recently introduced policy, service area of activity which would be timely to review	
c) It is a policy which has been running for some time and is due for review	x
d) It is a major proposal for change	x
e) It is an issue raised via complaints received	x
f) It is an area of public concern ( tenants )	x
g) It is an area of poor performance	x
h) It would be of benefit to residents of the district ( tenants )	x

Which of the Council's objectives does the issue address? All concerning tenant involvement.  
Consultation / Communication / Consideration

Is there a deadline for the Council to make a decision? (If so, when and why?): 3-6 months. Things need to change and change as quickly as possible.

Members are requested to provide information on the following:-

What do you wish to achieve from the review?:

A more competent, inclusive and caring housing service.

Are the desired outcomes likely to be achievable?:

Yes, with the full co-operation and commitment from all concerned.

Will it change/increase efficiency and cost effectiveness?:

Yes. In a great many ways.

**Additional information** – an explanatory sentence or paragraph to be provided below to support each box which has been ticked:

It is a matter of some urgency for tenants.

c/ A complete review is essential.

d/ HRB approval would mean a major improvement to the Service received by the tenants

e/Yes

f/ yes. For tenants

g/ yes

h/ Yes. A better run service for Council tenants would ultimately reflect in the communities at large.

Please can you return the completed form to Democratic Services via email to [democraticservices@eastdevon.gov.uk](mailto:democraticservices@eastdevon.gov.uk).

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MONITORING OFFICER COMMENTS

Date: