



Cambridge City Council

HOUSING MANAGEMENT BOARD

To: **Scrutiny Committee Members:** Councillors Blackhurst (Chair), Blencowe, Bird, Brierley, Johnson, Pippas, Price and Rosenstiel

Alternates: Councillors Tucker

Tenants and Leaseholders: Diane Best (Vice Chair – Leaseholder Representative), Kay Harris (Tenant Representative), John Marais (Tenant Representative), Terry Sweeney (Tenant Representative), Diana Minns (Tenant Representative) and Allen Champion (Tenant Representative).

Executive Councillor for Housing: Councillor Smart

Despatched: Thursday 21 February 2013

Date: Tuesday, 5 March 2013

Time: 5.30 pm

Venue: Committee Room 1 & 2 - Guildhall

Contact: James Goddard **Direct Dial:** 01223 457013

AGENDA

1 APOLOGIES

To receive any apologies for absence.

2 DECLARATIONS OF INTEREST

Members are asked to declare at this stage any interests that they may have in an item shown on this agenda. If any member of the Committee is unsure whether or not they should declare an interest on a particular matter, they should seek advice from the Head of Legal Services **before** the meeting.

3 MINUTES (*Pages 1 - 12*)

To approve the minutes of the previous meeting. (*Pages 1 - 12*)

4 PUBLIC QUESTIONS

(See information below).

Items for Decision by the Executive Councillor, Without Debate

These Items will already have received approval in principle from the Executive Councillor. The Executive Councillor will be asked to approve the recommendations as set out in the officer's report.

There will be no debate on these items, but members of the Scrutiny Committee and members of the public may ask questions or comment on the items if they comply with the Council's rules on Public Speaking set out below.

Items for Debate by the Committee and then Decision by the Executive Councillor

These items will require the Executive Councillor to make a decision after hearing the views of the Scrutiny Committee.

There will be a full debate on these items, and members of the public may ask questions or comment on the items if they comply with the Council's rules on Public Speaking set out below.

Executive Councillor for Housing

Items for Decision by the Executive Councillor, Without Debate

- 5 STANDARD ITEM: WRITE-OFF OF FORMER TENANT ARREARS**
(Pages 13 - 18)

Items for Debate by the Committee and then Decision by the Executive Councillor

- 6 HOUSING PORTFOLIO PLAN 2013/14** *(Pages 19 - 30)*
- 7 PROGRESS REPORT FROM RESIDENTS' HOUSING REGULATION PANEL ON THEIR INSPECTION OF SERVICES** *(Pages 31 - 60)*
- 8 REGULATORY CHANGES TO THE OMBUDSMAN SYSTEM FOR HANDLING TENANTS' UNRESOLVED COMPLAINTS ABOUT THEIR LANDLORD, AND LOCAL ACTIONS REQUIRED TO IMPLEMENT THOSE CHANGES** *(Pages 61 - 80)*

Information for the Public

Location The meeting is in the Guildhall on the Market Square (CB2 3QJ).

Between 9 a.m. and 5 p.m. the building is accessible via Peas Hill, Guildhall Street and the Market Square entrances.

After 5 p.m. access is via the Peas Hill entrance.

All the meeting rooms (Committee Room 1, Committee 2 and the Council Chamber) are on the first floor, and are accessible via lifts or stairs.

Public Participation Some meetings may have parts that will be closed to the public, but the reasons for excluding the press and public will be given.

Most meetings have an opportunity for members of the public to ask questions or make statements.

To ask a question or make a statement please notify the Committee Manager (details listed on the front of the agenda) prior to the deadline.

- For questions and/or statements regarding items on the published agenda, the deadline is the start of the meeting.
- For questions and/or statements regarding items NOT on the published agenda, the deadline is 10 a.m. the day before the meeting.

Speaking on Planning Applications or Licensing Hearings is subject to other rules. Guidance for speaking on these issues can be obtained from Democratic Services on 01223 457013 or democratic.services@cambridge.gov.uk.

Further information about speaking at a City Council

meeting can be found at;

<http://www.cambridge.gov.uk/public/docs/Having%20your%20say%20at%20meetings.pdf>

Cambridge City Council would value your assistance in improving the public speaking process of committee meetings. If you any have any feedback please contact Democratic Services on 01223 457013 or democratic.services@cambridge.gov.uk.

**Filming,
recording
and
photography**

The Council is committed to being open and transparent in the way it conducts its decision-making. Recording is permitted at council meetings, which are open to the public. The Council understands that some members of the public attending its meetings may not wish to be recorded. The Chair of the meeting will facilitate by ensuring that any such request not to be recorded is respected by those doing the recording.

Full details of the City Council's protocol on audio/visual recording and photography at meetings can be accessed via:

www.cambridge.gov.uk/democracy/ecSDDisplay.aspx?NAME=SD1057&ID=1057&RPID=33371389&sch=doc&cat=13203&path=13020%2c13203.

Fire Alarm

In the event of the fire alarm sounding please follow the instructions of Cambridge City Council staff.

**Facilities for
disabled
people**

Level access to the Guildhall is via Peas Hill.

A loop system is available in Committee Room 1, Committee Room 2 and the Council Chamber.

Accessible toilets are available on the ground and first floor.

Meeting papers are available in large print and other formats on request prior to the meeting.

For further assistance please contact Democratic Services on 01223 457013 or

democratic.services@cambridge.gov.uk.

Queries on reports If you have a question or query regarding a committee report please contact the officer listed at the end of relevant report or Democratic Services on 01223 457013 or democratic.services@cambridge.gov.uk.

General Information Information regarding committees, councilors and the democratic process is available at www.cambridge.gov.uk/democracy.