

**APPENDIX: 7**

**MINUTE OF LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP)  
– 3 NOVEMBER 2016**

**25 REVIEW OF TENANTS ENGAGEMENT ARRANGEMENTS**

Consideration was given to the draft report of the Director of Housing and Inclusion that sought the approval of Cabinet, following a review of the current tenant engagement arrangements, to refocus the approach to tenant engagement by using alternative models and also to update tenant governance arrangements.

In discussion comments and questions were raised in relation to:

- Alternative Models for Engagement – involvement of Ward Councillors & Parish Councillors; partnership arrangements (joint events and activities);
- Approaches to/Structure of engagement (digital; project based; a move away from formal meetings)
- Governance and scrutiny arrangements (current arrangements / proposed future arrangements).
- Role of tenant groups /tenant representatives – liaison; access /provision of “local” knowledge; awareness of tenant needs; access to funding; changes in composition.
- Tenant engagement in rural areas – method / processes.

The Support Services Manager attended the meeting and provided an overview of the report, clarification on issues raised and responded to questions, referring to detail as set down in the report and appendices.

The Ward Councillors who were present provided additional information in relation to current and on-going engagement practices with residents and the engagement process of liaison /feedback with Council officers and residents.

In conclusion the Director of Housing and Inclusion stated that the report sought to address the changes needed to engage tenants more effectively, to reflect the composition and make-up of communities. The proposals for alternative methods of engagement, it was hoped, responded to those changes and sought also to make the best use of resources.

**RESOLVED:** As a consequence of the discussion on this item, it was agreed the comments to Cabinet be that:

1. the recommendations, as set down at 2.1 to 2.3 of the report be supported.
2. Cabinet be asked to look at what the role of the General Revenue Account (GRA) has in delivery of the service and also that the report be referred to the relevant Scrutiny Committee.

