

37 **HOUSING REGULATOR CONSUMER STANDARDS - KEY THEMES AND APPROACH**

Consideration was given to the report of the Corporate Director of Transformation, Housing and Resources as contained on pages 851 to 861 of the Book of Reports, which was to provide a progress report on the action taken so far to review WLBC services, to ensure that the Council continues to operate within the Housing Regulators Consumer standards.

The Housing Regulatory & Quality Manager outlined the report and responded to the following comment and question raised by Members.

- That the needs of Armed Forces Veterans are addressed – This is a statutory requirement and, also covered within the 'Allocations Policy'
- In discussion it was noted that the Committee would like to see regular updates in respect of the review. The Housing Regulatory & Quality Manager informed Members that this will be brought to future meetings of the Committee as a matter of course.

RESOLVED: That the Committee noted the report and updates.