

Committee	Dated:
Housing Management & Almshouses Sub-Committee	23/07/2018
Subject: Housing Management Policy Review	Public
Report of: Director of Community & Children's Services	For Information
Report author: Liam Gillespie, Acting Head of Estates	

Summary

A review of housing management policies and procedures is taking place in 2018/19, with the aim of filling policy gaps and updating existing policies which are due for renewal.

As requested by Members, this report sets out the intended timetable for the introduction of the new policies and the review of current ones.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. A review of our housing management policies and procedures identified several areas in which no stand-alone policy exists but where it would be desirable to have one. During 2018/19, we intend to formulate these policies and address the policy gaps. We also intend to review existing policies and update them as required, making sure they are easily accessible to staff.
2. The aim of the policy review is to introduce clear statements on how we will execute certain housing management functions. Other aims include increasing transparency for residents around our decision-making and providing clear guidance for officers in managing our estates. The review will only cover housing management policies relating to the Housing & Neighbourhoods Service. Other key policies are sponsored departmentally and are unaffected by this review.
3. Procedures will be composed to accompany the policies where required. Training will be provided to officers on the content of the policies and procedures to ensure that they are properly implemented.

Policies Planned for 2018/19

4. Appendix 1 shows new policies that we intend to submit to this Committee in 2018/19. It is possible that some of these dates may change due to competing operational demands.
5. Members will note that we have an extensive range of policies planned across key areas of housing management.

Existing Policies

6. Appendix 2 shows a list of existing policies and their review dates. If no review period was provided at the time of approval, it is assumed to be three years from the date of approval.

Consultations

7. We will consult residents on the new policies via the Housing HUB and other appropriate channels. We also plan to create a web page on which draft policies will be posted and comments invited.
8. Officers at estate level will also be involved in the formulation of many of the policies and associated procedures.

Management of policies

9. A template will be used for all new policies and those approved following review. A standard review period of three years will be used unless otherwise specified.
10. All our policies are intended for publication and will be made available online. Policies, procedures and associated forms and templates will also be accessible to officers on a dedicated page on the City's staff intranet.

Conclusion

11. In the coming year, we aim to deliver a suite of new policies relating to housing management functions and review existing policies where required. Staff and residents will be able to access policies easily and the new documents will be better managed to ensure they are kept current and relevant.

Appendices

- Appendix 1 – List of policies planned for 2018/19
- Appendix 2 – List of current policies and their review dates

Liam Gillespie
Acting Head of Estates

T:020 7332 3308

E: liam.gillespie@cityoflondon.gov.uk]

Appendix 1
Housing Management Policy Review
27.07.18

HMASC Date	Policy Title	Coverage
27.07.18	Anti-Social Behaviour Policy	Management of cases of nuisance and anti-social behaviour on our estates
27.07.18	Domestic Violence Policy	How we support residents who are victims of domestic violence and abuse; action we will take against perpetrators
24.09.18	Parking, Sheds & Garages Policy	Management of these facilities, safe use by residents and charges
24.09.18	Filming Policy	The management of filming projects on HRA estates; how income will be managed
24.09.18	Lettings and Transfers Policy	The lettings and sign-up process; how we will deal with transfer requests
24.09.18	Insurance Claims Policy	Our approach to claims for loss or damage from residents and members of the public; claims for damage caused by residents
27.11.18	Estate Management Policy	Our policy on cleaning, caretaking, gardening and the inspections regime
27.11.18	Rent & Income Management Policy	Rent account management, rent-setting, sundry account management
27.11.18	Gas Safety Policy	Annual gas safety checks; enforcement action
2019	Leasehold Management Policy	General policy on managing residential long leases
2019	Management of Community Spaces Policy	An overarching policy governing our management of community centres and rooms, applicable to all estates
2019	Guest Rooms Policy	General policy on the management and use of guest room facilities at Golden Lane and Middlesex Street
2019	Tenancy Management Policy	General policy statement on tenancy management; tenancy changes; terminating tenancies
2019	Repairs & Alterations Policy	How we will respond to requests from residents to make alterations to their homes
2019	Recharging and Debt Recovery Policy	When and how we will recover costs from current or former

Appendix 1
Housing Management Policy Review
27.07.18

		residents (other than rent/service charge arrears)
2019	Hate Incidents Policy	Our response to hate incidents and the support we will offer to victims; enforcing perpetrators' tenancies and leases

Appendix 2
Housing Management Policy Review
Current Policies

Title	Approved	Review due	Comments
Compensation Policy	September 2016	September 2018	
Complaints Policy	May 2017	May 2019	
Decant Policy	April 2016	April 2019	
Disposal of Personal Property Policy	April 2018	April 2021	
Fire Safety Protocol	November 2017	November 2019	
Introductory Tenancies Policy	June 2018	June 2021	
Mutual Exchange Policy	February 2018	February 2020	
Pets Policy	May 2017	May 2019	
Resident Communications & Engagement Strategy	January 2017	January 2019	
Safeguarding Policy – Housing Services	January 2016	January 2019	
Shift Allowance Policy	February 2018	February 2020	
Social Housing Tenancy Fraud Policy	September 2014		
Tenancy & Rents Policy	April 2015	April 2018	Subject areas to be covered in two new policies
Tenancy Policy	January 2017	January 2019	To be superseded by the new Tenancy Management Policy in late 2018