

## Housing & Community Safety Scrutiny Sub-Committee

MINUTES of the OPEN section of the Housing & Community Safety Scrutiny Sub-Committee held on Wednesday 24 June 2015 at 7.00 pm at Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

---

**PRESENT:** Councillor Tom Flynn (Chair)  
Councillor Ben Johnson  
Councillor Vijay Luthra  
Councillor Damian O'Brien  
Councillor Martin Seaton  
Cris Claridge

**OTHER MEMBERS PRESENT:** Councillor Catherine Dale  
Councillor Johnson Situ

**OFFICER SUPPORT:** Richard Selley – Head of Customer Experience  
Debbi Gooch – Head of Litigation  
Shelley Burke – Head of Overview & Scrutiny  
Fitzroy Williams – Scrutiny Officer

### 1. APOLOGIES

- 1.1 Apologies for absence were received from Councillors Karl Eastham and Eleanor Kerslake, councillors Catherine Dale and Johnson Situ would be reserve members for tonight's meeting.

### 2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

- 2.1 There were no urgent items, but the chair confirmed that late papers were despatched to members regarding consultation with tenants re: call centre opening times.

### 3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

- 3.1 There were no disclosures of interests or dispensations.

#### 4. CONSULTATION WITH TENANTS - CALL CENTRE OPENING TIMES

The sub-committee discussed suggestions on how to improve consultation with tenants in future and heard from Ian Richie and Steve Hedger regarding their thoughts on this matter.

**RESOLVED:** 1. This sub-committee recommends reports which propose significant changes to council services should be submitted to Tenant Council agenda setting meetings to explain in detail the consultation topic by way of a written report.

2. That all consultation exercises should be driven by a strategy with clear objectives about target audiences and the specific purpose of the consultation.

3. All consultation should include questions.

4. Councillors should attend their area forum whenever possible and Tenant Council where relevant; this should be supported through better planning of the council meeting calendar.

5. The Strategic Director for Housing and Community Services is requested to attend Tenant Council regularly.

#### VIDEO - OPENING THE MEETING & TENANT CONSULTATION

[https://www.youtube.com/watch?v=9q1\\_V34HH0c&list=PL\\_maFEOk7e9gpxEbgWZ\\_pTKDguVU2DZPt](https://www.youtube.com/watch?v=9q1_V34HH0c&list=PL_maFEOk7e9gpxEbgWZ_pTKDguVU2DZPt)

[https://www.youtube.com/watch?v=y4r6kzTd5CQ&list=PL\\_maFEOk7e9gpxEbgWZ\\_pTKDguVU2DZPt&index=2](https://www.youtube.com/watch?v=y4r6kzTd5CQ&list=PL_maFEOk7e9gpxEbgWZ_pTKDguVU2DZPt&index=2)

[https://www.youtube.com/watch?v=npxULPp-D6g&index=3&list=PL\\_maFEOk7e9gpxEbgWZ\\_pTKDguVU2DZPt](https://www.youtube.com/watch?v=npxULPp-D6g&index=3&list=PL_maFEOk7e9gpxEbgWZ_pTKDguVU2DZPt)

#### 5. TENANT MANAGEMENT ORGANISATIONS EVIDENCE - HOUSING REPAIRS REPORT

The sub-committee considered and agreed the questions they would wish to ask JMB, Browning and Gloucester Grove TMO's regarding housing repairs. The chair undertook to write to the TMO's with the questions or to invite them to a future meeting or to arrange for members to visit the TMO's and report back to a future meeting.

#### VIDEO - TMO HOUSING REPAIRS EVIDENCE AND WORK PROGRAMME

[https://www.youtube.com/watch?v=npxULPp-D6g&index=3&list=PL\\_maFEOk7e9gpxEbgWZ\\_pTKDguVU2DZPt](https://www.youtube.com/watch?v=npxULPp-D6g&index=3&list=PL_maFEOk7e9gpxEbgWZ_pTKDguVU2DZPt)

## **6. WORK PROGRAMME**

The sub-committee discussed suggestions and agreed the work programme for the coming year, with the inclusion of Shared Ownership to the list of business items for the coming year.

Meeting ended at 9.10 pm

**CHAIR:**

**DATED:**