

Housing and Community Safety Scrutiny Sub-Committee

Tuesday 11 October 2011

7.00 pm

Ground Floor Meeting Room G01B - 160 Tooley Street, London SE1 2QH

Membership

Councillor Gavin Edwards (Chair)
Councillor Linda Manchester (Vice-Chair)
Councillor Michael Bukola
Councillor Rowenna Davis
Councillor Tim McNally
Councillor Michael Situ
Councillor Martin Seaton
Miriam Facey
John Nosworthy
Jane Salmon

Reserves

Councillor Claire Hickson
Councillor Paul Kyriacou
Councillor Darren Merrill
Councillor Wilma Nelson

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

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Contact

Karen Harris on 020 7525 0324 or email: karen.harris@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Annie Shepperd

Chief Executive

Date: 3 October 2011



Item No.

Title

Page No.



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Order of Business

Item No.

Title

Page No.

PART A - OPEN BUSINESS

1. APOLOGIES

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

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

Members to declare any personal interests and dispensation in respect of any item of business to be considered at this meeting.

4. MINUTES

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To approve as a correct record the Minutes of the open section of the meeting held on 12 July 2011.

5. CANADA WATER FIRE SAFETY WORKS FINAL SCRUTINY REPORT

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6. PLAN FOR SCRUTINY OF LEASEHOLDER CHARGES

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8.	FEEDBACK FROM 1/2 DAY AT HOMEOWNERSHIP UNIT	
9.	INTERVIEW WITH MARTIN GREEN, HEAD OF HOME OWNERSHIP AND TENANT MANAGEMENT INITIATIVES	
10.	CUSTOMER EXPERIENCE QUESTIONNAIRE	38 - 42
11.	KEY PERFORMANCE INDICATORS RELATING TO LEASEHOLDER CHARGING	
12.	CALL LISTENING-IN EXERCISE	
13.	LEASEHOLDER CHARGING CASE STUDIES	

DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.

PART B - CLOSED BUSINESS

DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.