



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 28 June 2022</b>	<b>Matter for Decision</b>
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**Report Title:** **Review and Approval of Housing Policies (June 2022)**

**Report Author(s):** **Chris Eyre (Housing Manager)**

<b>Purpose of Report:</b>	The purpose of this report is to inform Council of updated housing policies in respect of Income Management, Council Tenant Recharge and Aids and Adaptations (Council Tenants).
<b>Report Summary:</b>	Attached to the report as appendices are the Income Management, Recharge, and Aids and Adaptations Policies
<b>Recommendation(s):</b>	<p><b>A. That the Income Management Policy (as set out in Appendix 1) be approved;</b></p> <p><b>B. That the Recharge Policy (as set out in Appendix 2) be approved; and</b></p> <p><b>C. That the Aids and Adaptations Policy (as set out in Appendix 3) be approved;</b></p>
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	<p>Tracy Bingham (Strategic Director / Section 151 Officer) (0116) 257 2690 <a href="mailto:tracy.bingham@oadby-wigston.gov.uk">tracy.bingham@oadby-wigston.gov.uk</a></p> <p>Adrian Thorpe (Head of Built Environment) (0116) 257 2645 <a href="mailto:adrian.thorpe@oadby-wigston.gov.uk">adrian.thorpe@oadby-wigston.gov.uk</a></p> <p>Chris Eyre (Housing Manager) (0116) 257 2726 <a href="mailto:chris.eyre@oadby-wigston.gov.uk">chris.eyre@oadby-wigston.gov.uk</a></p> <p>Sunny Basran (Strategy and Performance Officer) (0116) 257 2726 <a href="mailto:sunny.basran@oadby-wigston.gov.uk">sunny.basran@oadby-wigston.gov.uk</a></p>
<b>Corporate Objectives:</b>	Providing Excellent Services (CO3)
<b>Vision and Values:</b>	Accountability (V1) Customer Focus (V5) "A Stronger Borough Together" (Vision)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Regulatory Governance (CR6) Reputation Damage (CR4)
Equalities and Equalities Assessment (EA):	The implications are as set out at paragraph(es) 4 of this report. Each policy contains an Equalities Assessment at the end of each

	policy document.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. Income Management Policy (June 2022)</li> <li>2. Recharge Policy (June 2022)</li> <li>3. Aids and Adaptations Policy (June 2022)</li> <li>4. Consultation Feedback (May 2022)</li> </ol>

## 1. Background

- 1.1 Oadby and Wigston Borough Council (the Council) is committed to providing a cost effective, efficient service whilst meeting all any legal and contractual obligations. The Housing Service has commenced a programme of work to review existing housing policies to ensure that housing services are being delivered in line with guidance and legislation, to respond to internal audit actions and to provide the service with a firm foundation to deliver effective landlord services.

## 2. Summary of Polices

- 2.1 The Income Management Policy (**Appendix 1**) sets out the Council's approach to maximising our income through the collection of customer rents and service charges.
- 2.2 The aim is to deliver an efficient and effective income management service working within an operational framework that supports customers and former customers to understand, take responsibility for and to meet their responsibilities, whilst providing help and advice for those requiring additional support.
- 2.3 This Recharge Policy (**Appendix 2**) sets out the items that existing and former tenants, leaseholders and those who have received housing services may be charged for, how they will be identified and how they will be managed by the housing team.
- 2.4 The Council recognises that the vast majority of Tenants/Leaseholders have high standards and will look after their homes. However, there are a small number of residents who do not value their homes or take responsibility for ensuring they comply with the terms and conditions of their tenancy or lease relating to property standards.
- 2.5 This Recharge Policy provides guidance to tenants/leaseholders and to the Council and each case will be dealt with on its merits. In line with this policy the Council has the tools to be able to re-charge the residents who do not comply.

2.6 The Aids and Adaptations Policy (**Appendix 3**) sets out guidance in relation to the Council's approach to the provision of property adaptations to Council homes. The aim being to support our tenants with the management of long term health issues or disability and to remain in their home.

### 3. Consultation

3.1. A consultation exercise on all three policies has been completed this has involved:

<b>1</b>	Consultation through the Council's website
<b>2</b>	Through social media
<b>3</b>	Members consultation via the Members' Bulletin
<b>4</b>	Notice on the consultation within the Community Centre located on Boulter Crescent
<b>5</b>	Notice on the consultation within our Sheltered Schemes (William Peardon Court, Marriott House, Chartwell House)
<b>6</b>	Consultation exercise with: <ul style="list-style-type: none"><li>• Senior Leadership Team</li><li>• Housing Teams</li><li>• Local MP</li><li>• Helping Hands</li><li>• Local GP's, Occupational Therapists and Lightbulb (Aids &amp; Adaptations)</li><li>• Finance Manager, Legal Corporate Assets Manager (Recharge and Income Management)</li></ul>

3.2 The four week period ended on the 30<sup>th</sup> May 2022. Attached as **Appendix 4** is a summary of the consultation feedback.