

Presentation to Sustainable Communities Scrutiny Panel

Overview of Landlord Relations Team

18th December 2008

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- New team established in May 2008
- Based with Neighbourhood Investment Services
- Landlord Relations Manager, Technical Client Officer and Tenant Empowerment Officer

Key objectives

- To strengthen the partnership between RMBC and 2010 Rotherham Ltd
- To ensure the Decent Homes programme is delivered on time, within budget and to the required quality standard
- To develop options for the future of Council housing
- To develop tenant empowerment opportunities
- To identify opportunities to increase efficiency from the partnership

Strengthening partnerships

- Co-ordinating liaison meetings between RMBC and 2010 to ensure the right links exist at the right levels, with a clear escalation route
- Promoting 2010 Rotherham Ltd's achievements within RMBC
- Offering assistance in reviewing service level agreements and ALMO governance structures
- Identifying opportunities to work together to ensure a co-ordinated and joined up approach, and value for money

Decent Homes

- Carrying out quality assurance inspections on properties that have received Decent Homes works
- Reporting by exception to the Cabinet Member for Neighbourhoods on a quarterly basis
- Working in partnership with 2010 Rotherham Ltd to identify actions to ensure continuous improvement
- Ensuring alignment between 2010 Rotherham Ltd's environmental improvements work programme and the Council's Neighbourhood regeneration programme

Future options for Council housing

- Council Housing Directions Project established
- Steering group chaired by Councillor Walker
- Four sub-groups looking at finance, landlord options, opportunities to build new Council houses and opportunities to expand the ALMO's business opportunities
- Resident consultation to take place in early 2009
- Final recommendations to be reported to Cabinet Member for Neighbourhoods in March 2009

Tenant Empowerment Opportunities

- Supporting tenant and resident groups that are interested in exercising their Right to Manage
- Exploring and promoting other tenant empowerment opportunities
- Providing briefings and training for Members, officers and stakeholders on tenant empowerment
- Linking to the Council Housing Directions Project to ensure the model selected to deliver RMBC's aspirations for Council housing offers opportunities for tenants to have a greater say in the management of their homes

Increasing efficiency from the partnership

- Ensuring that 2010 Rotherham Ltd's programme of environmental improvement works (under Decent Homes) is aligned with RMBC investment priorities
- Identifying potential efficiency savings from contracts
- Providing technical support and expertise with respect to the delivery of investment in non-traditional properties, ensure value for money is achieved
- Attending benchmarking forums to identify further opportunities to increase efficiency

The following principles underpin the team's delivery of these objectives:

- Ensuring open and honest communication
- Ensuring effective links between RMBC and 2010 staff at all levels
- Encouraging and promoting partnership working
- Ensuring customers' needs drive service provision / improvement
- Focusing on continuous improvement and options for the future

Thank you for your time
Any questions?