



**WATFORD
BOROUGH
COUNCIL**

**WATFORD COMMUNITY HOUSING TASK
GROUP**

Monday, 24 September 2018

6.00 pm

Town Hall

Publication date: 14 September 2018

Agenda

Councillor

Councillors S Cavinder, A Dychton, A Grimston, K Hastrick and A Khan

1. **Election of Chair**
2. **Apologies for absence**
3. **Disclosures of interest**
4. **Introduction and background to the review (Pages 4 - 11)**

The scrutiny proposal form is attached.

Officers suggest that the key questions for the task group to focus on are:

- How are the service charges determined and what are they?
- What are the procedures for residents to request repairs or maintenance, and to make representations to WCH when a poor standard of work is carried out?
- How many requests for repairs are made annually and what are the satisfaction levels of residents?
- What is the process for quality assuring the repairs/maintenance undertaken?
- How are details of repairs/maintenance communicated to residents before and after they take place?
- How is feedback on the performance of contractors sought? How does WCH follow up on the feedback?
- How does WCH ensure that service standards are being maintained, especially in communal areas?

5. Supporting information (Pages 12 - 49)

The task group is provided with information reference WCH to assist in the scrutiny process.

The WCH annual report to residents 2017/18 can be found online at the following link: <http://ourannualreport.co.uk/>

Documents are attached as follows:

- WCH rent and service charges explained (pages 12 - 23)
- WCH standards residents can expect in new homes and resident responsibilities (pages 24 - 31)
- WCH service standards for tenancies (pages 32 - 47)
- WCH guidance to residents in providing feedback (pages 48 - 49)

6. Task group's work programme

The next meeting of the task group will be Wednesday 17 October at 6.30pm. Representatives from WCH have been invited to this meeting.

The task group are asked to consider the programme for this meeting.

In addition, the task group needs to agree the date of the meeting to follow the October meeting.