

## Appendix 1 - Response to Scrutiny Recommendations

	<b>Recommendation</b>	<b>Action</b>	<b>Progress</b>
	<b>Better coordination of actions against criminal and poor landlords in the borough</b>		
1.1	Better internal coordination and awareness of the Private Rented sector in Islington for all teams working with the Private Rented Sector and for Housing staff, including Estate Management staff, and other relevant council services. All staff to be aware of the need for private sector premises identified to be referred to Environmental Health to include on their database.	Develop training and internal communication plans. Identify staff in Homes and Communities who need to be trained i.e. estate management, caretakers, TMO staff.	Delayed due to impact of Covid pandemic and response. Now underway.
1.2	Collaboration should take place with other London Boroughs to identify bad landlords, who may have properties across a number of different boroughs.	Ensure action against private landlords is joined up and effective.	Collaboration already in place between London boroughs through liaison groups and with GLA / central government.
1.3	Regular liaison to take place between Council staff and the Police in relation to enforcement action to be taken against private landlords, and that the Council work with the police to prepare a short document for the Police as to the relevant action that needs to be taken in these cases, and encourages the police to ensure all officers are trained as to their responsibilities in relation to landlord tenant problems.	PP to prepare briefing note for local police on available powers Manage with Specialist ASB police officers embedded in community safety to involve in complex cases where support is needed	Specialist Police ASB Officers briefed and regular liaison embedded in standard operating procedures with them
1.4	Consideration be given to the licensing scheme being extended across the borough.	Progress review of options for extending selective property licensing	Review due to complete and consultation opened November 21

1.5	To work closely with communications team to ensure publicity given to the civil penalty notices that the council can and does issue against poor landlords	Enforcement cases in progress now routinely flagged with Communication Team	Completed
	<b>Ensuring that all private tenants have effective access to help and advice</b>		
2.1	Recognising that private sector tenants may approach the council via a range of departments and services, and about many different problems, we should ensure that clear comprehensive information is available from all public facing services about the rights and options for private tenants, that staff are encouraged to get this information to all private tenants who contact them, and there is a simple referral route to specialist services in relation to harassment, illegal eviction and disrepair.	Update webpages to provide clear guidance and assistance including sign posting to specialist services Explore developing a tenant's charter Consider identifying funds for a tenant liaison officer to be located in PP to work with tenants and organisations representing those in private sector homes	Work started on developing a Tenant Engagement Officer role but paused due to Covid. To restart in early 2022 New Private Rented Sector web site designed and launched following national best practice examples Work commenced with the NRLA to develop a Private Rented Sector Charter Work commenced with Crisis as a Critical Friend to develop best practice in this area of our work. All known Private Rented Sector landlords received 2 letters in 2021 encouraging all landlords to work in partnership with the council to prevent homelessness
2.2	That the council consider whether an external service provider might be a cost effective way to assist the Council by supporting tenants involved in difficult cases regarding private landlords.	Review options for providing more direct support where there are complex cases	Provider identified and work commenced on establishing referral pathways.
	Recognising that private tenants often face significant disadvantages and discrimination the Council should continue to lobby against the Right to Rent legislation and the benefit cap.	Ensure that the Council continues to give it's support	Ongoing

	<b>Involving private tenants on our council estates</b>		
3.1	That the Council should engage with organisations on our estates, including TRAs and TMOs, and residents to ensure that private tenants can be involved in them	Improve information to tenants	Work has commenced to ensure all residents receive a seamless service
3.2	That the council should ensure that information about organisations like the London Renters Union, London Tenants Rights and similar displayed on estate noticeboards and made available to estate residents	Explore partnerships to improve the support and information we can give to tenants	The council is working in partnership with the London Renters Union to promote this.  Private Tenants are routinely referred to London Renters Union on a case by case basis.
3.3	The council to work with TMOs and TRAs and residents to ensure that when they identify problems with poor landlords on estates this is shared with relevant council staff so that action can be taken	Improve knowledge of TMOs and TRAs on our regulatory functions and council services who can support PSH tenants	This work has commenced and is being discussed at TMO liaison meetings