

Housing Scrutiny Committee

8 October 2015

Capital Programming Scrutiny Review

Witness Evidence: The Views of Residents

As set out in the Scrutiny Initiation Document, two objectives of the review are:

- To measure the satisfaction of tenants and leaseholders with capital programming;
- To consider how works are planned, prioritised, and communicated to tenants and leaseholders.

To enable these objectives to be met, the Committee agreed that it would consider the views of tenants and leaseholders as part of the review. The following two reports are submitted to the Committee as evidence which indicates the levels of satisfaction and engagement with capital works.

- **The Residents' Improvement Taskforce: Report to Housing Executive on Major Works Consultation (January 2014)**

The Residents' Improvement Taskforce previously carried out an in-depth review of major works consultation, the results of which were reported to the Housing Executive in January 2014. This report made a number of recommendations, which covered areas such as the format of public meetings and the quality of available information.

This report is attached, together with the associated action plan, which was last reviewed by officers in September 2015.

- **Major Works Survey – Pilot Scheme (September 2015)**

The Council's Resident Engagement Team carried out a major works survey in August and September 2015 which received views from a sample of residents on their satisfaction with capital works before they commence, during the works, and after the works are completed.