

Areas of enquiry for registered provider sessions at Housing Scrutiny Committee meetings

The Housing Scrutiny Committee has a rolling programme of inviting registered providers with a significant presence as landlords in the borough to present to the Committee on their overall performance.

Set out below is a list of areas of enquiry, which is sent to attendees in advance to assist in tailoring their presentation to the particular interests of the Committee. The current list was agreed in July 2016.

Overarching:

- What's going well for your work in Islington?
- What are your areas of concern? How can you work more closely with Islington Council on those?

Specific:

- **Resident satisfaction** – Tell us about your resident satisfaction figures; have they changed over recent times, and how does that compare with similar RPs? How do you measure resident satisfaction, and how is the data collected?
- **Performance** – Tell us about your performance in repairs; rent collection; voids and relets; gas safety; and managing antisocial behaviour. How does it compare with other RPs? Are there areas you need to improve?
- **Voids and relets** – Islington has seen a drop in Housing Association available lets coming through our nominations process compared to the Council's own. What are your thoughts on this and how could we work with you to increase available properties again?
- **Rents** – What is your approach to affordable rents – i.e. up to 80% of market rent? Islington Council policy is to let all properties at target rent, and we are keen to encourage partners to do the same in our borough.
- **Tenancies** – The Council's policy is to provide life time tenancies and we encourage partners to take the same approach. What is your approach generally and do you provide any fixed term tenancies in Islington?
- **Finances and wages** – What annual surplus did your organisation generate in the last financial year? How does this compare to the sector average? Do you have policies on the London Living Wage and the ratio between the highest and lowest paid staff?

- **Maintaining assets and developing homes** – How do you invest in your stock in our borough? Have you sold any properties in Islington, and if so where did that investment go? What are your priorities for investment? Are you planning to build or acquire any new homes at target rent in the borough?
- **Housing and Planning Act and Welfare Reform changes** – What impact will the new legislation and government policies have on your organisation? What are you doing to support tenants affected by welfare reform and how can the Council work more closely with you to support tenants? Have you had any interest in the new Right to Buy? Since the introduction of Welfare Reform have you had an increase in rent arrears, and has this led to an increase in evictions? Have you implemented the government's 'Pay to Stay' ('Tenant Tax') policy? What effect has this had?
- **Vulnerable People** – Do you provide sheltered housing for vulnerable people? Do your vulnerable tenants receive any enhanced services? Do you have agreed protocols for engaging with vulnerable tenants? Do you work with local authorities to ensure your vulnerable tenants are receiving comprehensive support?