

Service Improvement Group	Remit/Topics	Date Last Met
Business & Value For Money	<p><b>Remit:</b> Working with the council to ensure that the council is making the most of tenant's rents.</p> <p><b>Topics from 2019/20 included:</b> Energy Strategy; Universal Credit; New Housing IT System, grounds maintenance; SHINE programme updates; combating social isolation; resident inspectors updates</p>	04/12/2019
Tenancy & Neighbourhoods	<p><b>Remit:</b> Working with the council to ensure estates are clean, safe and pleasant to live in and that tenants and leaseholders are treated with fairness and respect</p> <p><b>Topics from 2017/18 included:</b> Tenancy Agreement review; estate inspection procedure; EDB consultation; residents rights to safety &amp; security</p>	16/03/2017
Home	<p><b>Remit:</b> Working with the council to ensure that tenants and leaseholders' homes are of a high standard.</p> <p><b>Topics include:</b> Quality Assurance – repairs efficiency &amp; service; Carbon neutrality; future standards; Value for Money of new procurements; Resident Inspector reports; Monitoring contracts</p>	30/09/2021
Involvement & Empowerment	<p><b>Remit:</b> Working with the council to ensure tenants and leaseholders have a say in the services the council provides, and that ways they can engage with the council are inclusive, accessible, respectful, equitable, safe and fair for everyone.</p> <p><b>Topics include:</b> Support for tenant associations; engagement; communication; residents training; events; lettings; tenancy; Anti-Social Behaviour; STAR report</p>	02/02/2022

