

LONDON BOROUGH OF HARROW

Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	Thursday 3 July 2003
Subject:	Consultation on Major Works Programmes
Key decision:	No
Responsible Chief Officer:	Head of Housing and Environmental Health Services
Relevant Portfolio Holder:	Planning, Development and Housing Portfolio Holder
Status:	Part 1
Ward:	All
Enclosures:	None

1. Summary/ Reason for urgency (if applicable)

1.1 Not applicable

2. Recommendations

2.1 To agree the proposed interim consultation process set out in para 6.4
REASON: To respond to the issues raised by the HFTRA 16 May 2003

3. Consultation with Ward Councillors

3.1 Not applicable

4. Policy Context (including Relevant Previous Decisions)

4.1 To ensure that tenants and leaseholders are fully involved in all aspects of the management of their homes, including the development and administration of major works programmes.

5. Relevance to Corporate Priorities

5.1 This report addresses the Council's stated priorities of:

We will improve the quality of health and social care in Harrow by ... enabling choice and access to good quality housing.

We will develop a prosperous and sustainable economy in Harrow ... by supporting regeneration through active community and business involvement.

6. **Background Information**

- 6.1 The HFTRA have raised an issue for consideration at the TLCF regarding the lack of consultation on major works schemes such as window replacements. A meeting took place on the 12 June 2003 between representatives from the HFTRA and Alison Pegg to discuss the issues further and agree a way forward.
- 6.2 It was agreed that a lot of information is provided by the Development team to individual residents and the TRA for specific estates about major works schemes once funding has been approved. There are many technical constraints, for example replacement windows must meet strict criteria set out in the Building Regulations, which mean there is often limited scope for "Tenant choice" in the final design. However, other types of work such as kitchen refurbishment offer the opportunity for tenants to make many more choices. For example on these schemes tenants already choose their "own" kitchen from a range on offer.
- 6.3 However, due to the way in which schemes are currently progressed there is little opportunity for residents or the TRA to be involved from the outset in for example, the drawing up of specifications and contracts. The HFTRA have been members of the Asset Management Strategy group that has been considering ways to generally improve the delivery of the major works programme. One of the key agreed outcomes is to reorganise the Development team to enable them to be more effective and to increase the staffing resources available for forward planning the major works programmes. Increasing the time spent on forward planning will enable the team to involve and consult with TRA's and individual residents at a much earlier stage. It is envisaged the reorganisation of the Development team will be complete by November 2003.
- 6.4 In the meantime it is suggested that the following interim enhancements are agreed for the consultation process with TRA's on major works schemes:
- Once funding is approved, the Development Officer will make contact with the relevant TRA's to explain the scheme and agree a timetable for key actions
 - An open meeting will be arranged for TRA's to be briefed on the standard window specification
 - There will be an overview meeting with the TRA on completion of the contract to assess what went well, not so well and recommendations for improvement in the future.
- 6.5 The above will be additional to the existing consultation process that includes:
- letters and newsletters to individual residents and TRA's
 - the formal S20 consultation process for leaseholders
 - ad hoc meetings/open house viewing of proposed works, for example sample windows, kitchens etc.

- presence of the Tenant Liaison Officer during the works contract to deal with individual problems as they arise
- customer satisfaction surveys.

7. **Consultation**

7.1 This report arises from a meeting held with representatives of the HFTRA.

8. **Finance Observations**

8.1 There are no financial implications to this report.

9. **Legal Observations**

9.1 There are no legal implications to this report.

10. **Conclusion**

10.1 This report sets out an interim response to the issue raised by the HFTRA in relation to consultation on the major works programmes, which the Forum is recommended to accept.

11. **Background Papers**

11.1 Correspondence with the HFTRA, scheme files

12. **Author**

12.1 Alison Pegg, Development Manager
Tel: 020 8424 1933
Email: alison.pegg@harrow.gov.uk