



# Borough of Oadby & Wigston

Services Committee

12<sup>th</sup> August 2008

## Tenant Satisfaction Survey – Grant Funding

Report of: Director of Community Services Report Number: 5 (b)

Author: Simon Folwell, Head of Housing Services

### NON-EXEMPT

This report is likely to be considered while the meeting is open to press & public

### Summary:

To advise members, in line with financial regulations, of £8,000 in grant funding that has been received from the government, for the specific purpose of undertaking a tenant satisfaction survey.

### Recommendations:

- (1) Note the receipt of £8,000 in grant funding for the purpose of carrying out a tenant satisfaction survey
- (2) Agree to the Housing Revenue Account budgets being amended to reflect this income and the subsequent expenditure on a tenant satisfaction survey.

Level of delegation: Committee

Wards affected: All

### Comments of Statutory Officers:

Head of Paid Service: No Comments  
Proper Officer for Financial Affairs: Included in the report  
Monitoring Officer: Included in the report

### Appendices Attached:

#### Impact Assessments:

Health: No direct impact  
Environment: No direct impact  
Community Safety: No direct impact  
Human Rights: No direct impact  
Equal Opportunities: No direct impact  
Risk Assessment: There are no specific risks relating to this grant funding

### Commentary:

1. The Housing Section is required to undertake a satisfaction survey of Council tenants before November 2008. The findings of the survey will be used to calculate the result for National Indicator (NI)160.

2. Communities and Local Government (CLG) is providing a grant to every local authority to help meet the cost of undertaking this survey. This Council is due to receive £8,000.
3. Under the Council's financial regulations, any grant income received has to have member approval, so that the grant and associated expenditure can be formally accounted for within the Council's budgets. As this funding relates to Council tenancies, it falls entirely within the remit of the Housing Revenue Account and has no impact on the General Fund.
4. A suitably qualified contractor has already been selected (in accordance with the Council's Contract Procedure Rules) to undertake the survey work. The survey fieldwork will take place during late August and early September. The total cost of this project will be £7,821 + VAT, which makes it self financing.
5. Apart from the essential data that this survey will provide for NI160, the findings of the survey will also give the Housing Section a significant amount of information about tenants' perceptions of the services we provide as a landlord (e.g. repairs and maintenance, customer care, appearance of the neighbourhood). This type of information is increasingly important, as it can be used not only to identify possible areas of weakness but also to help find out about the issues that are relevant to local residents.

Background Papers referred to in compiling this report:

Letter from Communities and Local Government dated 2<sup>nd</sup> May, outlining the details of the grant funding.