

Decisions taken by the Cabinet Committee: Housing on Thursday, 2 February 2023

Agenda Item No	Topic	Decision	Reasons	Alternative Options
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Part A – Items considered in public

A8	Disabled Facilities Grants	That the decision recommended in report CAB3382(H) be deferred for consideration at the next meeting of the Cabinet Committee: Housing on 21 March 2023.		
A9	Housing Services Compensation & Reimbursement Policy	<ol style="list-style-type: none"> 1. That the Housing Services Compensation and Reimbursement policy be approved as set out in Appendix 1 of report CAB3394(H). 2. That authority be delegated to the Corporate Head of Housing, in consultation with the Deputy Leader & Cabinet Member for 	The Housing White Paper, A New Charter for Social Housing includes a number of statements regarding how registered providers should manage complaints in relation to landlord services, including a clear and consistent approach to putting things right and offering tenants redress when they go wrong.	To continue with the status quo (i.e. not adopt a Compensation Policy) is rejected, as it leaves the Council with the ongoing possibility of treating cases unfairly and leaving the Council open to challenge.

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		<p>Community and Housing, to make minor changes to the policy as required.</p> <p>3. That the policy be reviewed on a bi-annual basis.</p>	<p>While the Council works hard to ensure that services are delivered “right first time”, on occasion things do go wrong and it is considered that a clear policy of when compensation may be appropriate should be introduced. This will allow tenants to understand what reimbursement for costs and compensation they are entitled to and ensure that a clear and consistent approach to compensation payments for service failures to tenants and leaseholders is adopted across the housing service.</p> <p>The draft policy was reviewed by The Business and Housing Policy Committee and TACT (Tenants and Council Together) in June 2022</p>	

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			<p>(BHP029 refers) and their comment have help to inform the final policy.</p> <p>A copy to the proposed new Housing Services Compensation and Reimbursement Policy is included in Appendix 1 of report CAB3394(H).</p>	