



Board Meeting – 29 March 2018

Customer Panel scrutiny report on Outcomes 14 and 15 – Rent Management

1 Purpose of report

- 1.1 Board Members are asked to consider the Customer Panel's report on Outcomes 14 and 15 – Rent Management attached at *Appendix 1*.

2 Background

- 2.1 The Trust Customer Panel agreed in June 2017, following their involvement in a Review of Trust Services (self-assessment), that they should focus on Rent Management for their next scrutiny topic. This covered the areas of:

- Information on rent that is available to tenants
- Paying rent and claiming benefit
- Support for tenants who are in rent arrears
- How tenants are consulted on changes in charges.

- 2.2 The Panel members undertook a significant amount of work including:

- Speaking with, and visiting, other tenants
- Visiting other RSLs
- Studying documents, policies and procedures
- Meeting with senior staff
- Attending external events.

3 Findings

- 3.1 The Panel's detailed findings, with staff response, are detailed in *Appendix 1*.

4 The Way Forward

- 4.1 Following consideration by Board, an Action Plan (based on the Panel's recommendations) will be created and implemented over the course of 2018.
- 4.2 Progress against the Action Plan will be reported through the Audit and Performance Committee.

5 Consultation

- 5.1 Trust Leadership Team has been consulted on the content of this report and comments have been incorporated, where appropriate.

6 Recommendation

6.1 Board is asked to note the recommendations of the Trust Customer Panel, and approve the staff response and proposed way forward.

Regulatory Compliance: Scottish Social Housing Charter
Risk Level: Low
Financial Implications: Contained within budgets