

ANNEX 1

TMBC's Housing Association Performance Framework - 2024

The Council will undertake the following activities in order to ensure Members and Officers have the right information and opportunities to consider the performance of Housing Associations with stock in the borough. This is a collaborative exercise, with the Council having no formal powers to scrutinise the performance of Housing Associations.

1. Data; we will request the following data from all of our Registered Providers on at least an annual basis;
 - Occupancy percentage
 - Properties let (true voids and non true voids) and nominations information
 - ASB cases
 - Resident satisfaction levels
 - Repair response
 - Voids
 - Arrears
 - Number of contacts with residents
 - New stock delivery for all tenures and achievement of any agreed LLP aims
 - Shared ownership sales and resales
2. Review of nomination agreements; the Council will undertake a review of the existing nominations agreements that are in place with Registered Providers, some of which have been in place for a number of years. This will inform the production of a new, standard nominations agreement, which all RPs will be consulted on, subject to the views of Members.
3. Housing Association Liaison Panel (HALP) – the HALP will be utilised to ensure that Member engagement with Registered Providers includes those RPs who have significant stock holdings in the borough. This will initially include engagement with Hyde, Southern and Moat as those providers with over 200 units in the borough. The outcomes of these meetings will be reported back to the wider Membership of the Council via the Housing & Planning Scrutiny Select Committee.

4. Engagement with Clarion as the largest housing provider in the TMBC area – the current framework of meetings with Clarion will be maintained to ensure that in a year, at least the following engagement takes place;
 - Quarterly meetings between the Director of Planning, Housing & Health, the Head of Housing and the Regional Director at Clarion to review performance statistics (including at least the data listed in section 1 of this report) and discuss joint working on key Housing matters.
 - Annual meeting between the Cabinet Member for Finance & Housing, the Director for Planning, Housing & Environmental Health and the Group Chief Executive of Clarion.