

HOUSING ASSOCIATION PERFORMANCE FRAMEWORK

Item OS 24/20 referred from Overview and Scrutiny Committee of 4 April 2024

A proposed Housing Association Performance Framework setting out the data to be requested from the largest Registered Providers, arrangements to review nomination agreements with those providers and how the Housing Association Liaison Panel could be used to ensure Member engagement was attached at Annex 1 for consideration.

Reviewing the approach to a Housing Association Performance Framework was an identified action in the Borough Council's Housing Strategy Action Plan for Year 2.

However, it was reported that the Borough Council would engage with Clarion Housing differently to other registered providers given the size of their portfolio in the Borough. This was reflected in the proposed Framework with a specific section on a meeting programme with Clarion.

Members welcomed the introduction of a Performance Framework so that the Borough Council was aware of registered providers performance and able to assess any potential impacts this performance might have on the authority's activity or its residents. Data would be requested from all Housing Associations with stock in Tonbridge and Malling on at least an annual basis as set out in 1 of Annex 1. To address concerns raised by the Committee, information on damp and mould complaints and issues would also be requested from all Housing Associations.

It was also noted that there was renewed focus by Clarion Housing in respect of 'voids' and whilst better data was being received it was difficult to share information with Members on the grounds of confidentiality and GDPR. However, consideration would be given as to whether data sharing was an option.

***RECOMMENDED:** That

- (1) the Housing Association Performance Framework be commended to Cabinet for adoption.

***Recommended to Cabinet**