

**SURE Team Scrutiny Recommendations
Tenement Management Scheme**

Appendix 2

Version No: 4 (15 April 2019)

Action Plan			G	Complete	R	Not Progressing	A	On track
Recommendation	Item	Key Actions	Target Date	Lead	R A G	Key Outputs / Evidence	Comments on progress	
Become as proactive as possible for council tenants in the way Tenement (Scotland) Act 2004 is implemented	1	<ul style="list-style-type: none"> Ensure tenants are updated at each key stage Review initial letter to include more information on TMS process Identify through initial letter the tenure of the block i.e. majority PKC Revisit annually unsuccessful TMS to seek a more positive outcome 	31/03/19 30/04/19	Louise Robinson, Team Leader	G	Revised letters informing tenants of common repairs and TMS progress. 6 monthly follow up on unsuccessful TMS.	Complete	
Work with other council landlords, the Regulator and the Scottish Government to lobby for legislative change	2	<ul style="list-style-type: none"> Attend Scottish Housing Network events and provide feedback on current consultation paperwork 	Ongoing	Team Leader	G	Feedback provided to Built Environment Forum Scotland on consultation working group proposals (27.2.19)	Will continue to attend forums and working groups	
Support tenants to 'campaign' for change and to lobby MSP's	3	<ul style="list-style-type: none"> Linked to Action 2 Information added to website 	31/03/20	Diana Finnie Scott Watson	A	As above. Information on website		
Review the effectiveness of the Common Repairs Policy and the monitoring criteria	4	<ul style="list-style-type: none"> Review policy and agree monitoring criteria HMT approval to be confirmed 	31/05/19	Team Leader	A	Key monitoring monthly	Revised RRP approved by HMT 16/04/19.	
Focus part of the stock condition survey on the mixed tenure blocks where the Council has 50% or less ownership	5	<ul style="list-style-type: none"> Housing Repairs Service will request this to the relevant team 	31/03/20	Planning & Policy Team (Norma Robson) John Cruickshank	G	Included in stock condition survey	Requested w/c 1 April 2019	

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Assess the feasibility of expanding the Factoring Service in mixed tenure blocks where the Council owns 50% or less	6	<ul style="list-style-type: none"> Links to `Long Term` actions within the All Things Repairs workstream 	31/3/20	Team Leader	A	Extend factoring service	Workshop Perth & Kinross offer 17 April 2019. Long term strategic planning for Housing Service.
Consider increasing the annual Factor fee in stages to £30	7	<ul style="list-style-type: none"> Links to `Long Term` actions within the All Things Repairs workstream 	31/3/20	Team Leader	A	Increased fee	Linked to above and long term strategic plans for service.
Include consultation in the new streamlined TMS procedure to give council tenants a voice and to respect their rights	8	<ul style="list-style-type: none"> Annual visits, SIV, EBI's Project Based Communications and Consultation Potential to include block meetings to include tenants 	31/3/20	Michelle Dow	A	**HO's and mobile working link**	
Invoke Emergency Repair powers sooner and assertively	9	<ul style="list-style-type: none"> Identify TLO's for each locality to help support with discussions with private owners Encourage Inspectors to identify repairs at an earlier point, photographs etc 	31/3/19	John Cruickshank Repairs Co-ordinators	C	It has been evidenced that emergency powers have been utilised more proactively to date.	To be discussed at locality meetings during March 2019. TLO identified for each locality
Locality Officers should tell tenants before signing when Council ownership in a mixed tenure block is 50% or less	10	<ul style="list-style-type: none"> Proforma to be created through TMS Admin Team Properties to be identified at Void stage Consider potential risks of increase in refusal rates for properties 	30/6/19	Lorna Leslie Michelle Dow	A	Proforma in place	Risks in terms of to increased refusals to be robustly monitored. Agreed will be progressed where feasible.
The Locality Officers should tell prospective tenants before signing when a previous TMS procedure has failed through lack of joint owner agreement	11	<ul style="list-style-type: none"> As per recommendation 10 – proforma to be completed by TMS Admin Team 	30/6/19	Lorna Leslie Michelle Dow/ Locality Team	A		Linked to above. To be progressed where possible.

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The Locality Officer should include and explain TMS in the pre-tenancy and Welcome Packs before letting flats in mixed tenure blocks where 50% or less is PKC	12	<ul style="list-style-type: none"> As per recommendation 10 – proforma to be completed by TMS Admin Team Leaflet to be drafted or look at option of owners guide to TMS to be included in Welcome Pack Awareness training for Locality Team (HO's, HA's) 	30/6/19	Lorna leslie Michelle Dow/ Laura Proudfoot	A	As action 10 & 11 above	Look at options of sessions for locality teams
Housing Officers should record all queries and informal concerns from tenants in mixed tenure blocks for 6-12 months to gather evidence to assess the need for change and to understand tenants' concerns	13	<ul style="list-style-type: none"> Look at potential options i.e. where and who would record this including type of information, where this may be a contributing factor to a complaint 	30/9/19	Michelle Dow/ Laura Proudfoot	A	As action 10, 11 & 12 above	
Raise awareness with local solicitors, tenant advice and welfare agencies to of TMS and Factoring procedures, and the responsibilities of joint owners in mixed tenure blocks	14	<ul style="list-style-type: none"> Taking Care of Your Home information to be published on website Look at signposting opportunities through this 	31/5/19	Scott Watson	A	Information on website. TLO lead for each locality	
Ask local solicitors to support the Council by raising awareness of local letting standards and its scheme to support small private landlords and to manage their properties	15	<ul style="list-style-type: none"> Taking Care of Your Home information to be published on website Look at signposting opportunities through this 	31/5/19	Scott Watson	A	As action 14 above	

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Consider TMS delivery through a dedicated team	16	<ul style="list-style-type: none"> Identify member of staff for admin (complete and in place) Look at option of dedicating 2 days TLO within team (J McColl) 	30/6/20	Repairs Service Manager	C	Complete	Dedicated member of admin staff to monitor new process. Increased to 1.5 FTE from May 2019
Congratulate the TMS team on the streamlining of the TMS procedure with clear lead responsibilities allocated at each stage between Admin and Inspection	17	<ul style="list-style-type: none"> Email to be sent 	31/3/19	Repairs Service Manager	G	Email sent 15.03.2019	
Offer the TMS staff refresher training where this is requested and would be helpful	18	<ul style="list-style-type: none"> Incorporated in to monthly meetings Included as part of Induction process 	31/10/19	Housing Service	G	Refresher training held with key staff on 1.10.18	
Investment to be made in IT platforms that are 'fit for purpose' to enable the TMS staff to carry out their duties as efficiently and effectively as possible (acknowledge budget constraints)	19	<ul style="list-style-type: none"> Northgate Version 6.17 release will include Asset Management module Current process of system generated reports on a weekly basis holds key stage information and has incurred no costs to produce 	31/10/19	Team Leader	A		Consider options when new version of NG released to identify areas of improvement