Driving better Neighbourhoods six-month Report

To include physical condition of communal areas, block & building safety, health and safety compliance indicators, tenancy management issues, environmental quality, resident experience & engagement

1. **Quarterly Performance:** Supporting compliance with RSH Consumer Standards by demonstrating how the tenant voice shapes services.

Reporting Period:	**Report From:** Senior Tenant Involvement Officer & Senior Tenancy Management Officer
Date of Report:	**Report To:** Tenant Panel ASB, Neighbourhoods and Rents Sub-Group, Portfolio Holder for Housing, Management Team and Corporate Director

2. **Officer-led activities completed**

Estate Walkabouts

- Number of walkabouts completed:
- Number of residents attended:
- Areas visited:

Block Inspections

- Number of walkabouts completed:

Garage Block Inspections

- Number of sites visited:

First Tenancy Visits

- Number of visits completed:

Sheltered Housing

- Number of Resident Meetings:
- Number of Residents that attended:
- Number of ‘Settling in’ visits:

Drop Ins

- Number of Financial Inclusion drop ins held:
- Number of residents who attended:

- Number of Housing drop ins held:
- Number of residents who attended:

Repairs raised from above activities

- Number of repair jobs raised by Housing Officers:

Open Spaces Queries raised from above activities

- Number of jobs raised by Housing Officers:

Fly tipping VO's raised from above activities:

- Number of VO's raised by Housing Officers:

3. **Tenant-led activities and updates**

Tenant Panel ASB, Neighbourhoods & Rents Sub-Group

- What the sub-group looked at this quarter and recommendations made:
- Requests for next meeting:

Block Champions (independent monitoring role)

- Checks carried out in the last 6 months:

Void Inspectors

- Voids visited in the last 6 months:
  - *Add properties*

4. **Equality, Accessibility & Vulnerability Needs identified**
   -

5. **You said, We Listened Updates: Improvements in your area**
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6. **What's coming for the next six months**
   - Planned Inspections:
   - Environmental or Estate Improvements:
   - Policy or action plan reviews:
   - Upcoming tenant engagement opportunities:
   - Seasonal risks:
   - Equality considerations:
   - Any planned contractor performance reviews:

7. **Other notable activities/ findings**
8. **Appendices**