

## Recommendations – Action Plan

Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
1. A checklist of what a new tenant should expect of their property should be developed and left in the property for the tenant to check.	Devised in conjunction with Si Taylor. The Property Standard has not been implemented as yet; this is something we are reviewing in line with the sign up process.	SIFT have reviewed draft.	March 2019	Joanne Hughes
2. YHN should consider adding the question about satisfaction on the condition of the property to the 'Follow Up Visit' form staff complete during the three week post occupancy visit.	A satisfaction question has now been added to the follow up visit form.	Complete	December 2018	Joanne Hughes
3. Elderly or disabled people and people with small children should be able to have paint packs delivered if needed.	Delivery of paint packs is available for all should they require.	Complete	N/A	Joanne Hughes
4. More information should be offered about paint packs and the ability to have them delivered.	I asked Dulux to supply me with some updated information of the paint packs.	Info now in hubs.	March 2019	Joanne Hughes
5. Estate based staff could inform BCE if a disabled person is being allocated the property (if this is known whilst the void team are still in the property). The property could then be considered for redecoration.	This is not always possible as the property is not always on offer at this stage and may be subject to refusals. This discussion will take place on a case by case basis.	See previous comment.	N/A	Joanne Hughes

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6. Some analysis of 'refusals' of properties is currently undertaken however this is being refined by staff. Performance could be reported to the Customer Service Committee on a regular basis.	Yes this is something that we can supply if requested.	See previous comment	March 2019	Joanne Hughes
7. YHN should consider passing the ownership of the furniture pack to the tenant after a period of time.	This is not possible because Housing Benefit in many cases pays for the tenant's furniture and the rules governing HB say that 'Charges relating to the rental of basic furniture or essential domestic appliances to tenants in the accommodation they occupy, <b>only</b> where the items being rented remain the property of the original owner and do not form part of a purchase or part-ownership agreement.'	SIFT would like YHN to consider 'gifting' furniture packs to tenants who pay for them directly out of their own earnings after a two year period.	Within three months	Andrew Waters, Commercial Development Manager for Newcastle Furniture Services
8. The Council and YHN should continue their investigation into setting up an arrangement with the utility companies to expedite work to void properties.	YHN began work with Our Power but have now reverted back to working with SSE.	Ongoing.	March 2019	Andrew Waters, Commercial Development Manager