

NOTICE OF MEETING

Meeting:	HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
Date and Time:	WEDNESDAY, 18 JUNE 2025, AT 6.00 PM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: lee.ellis@nfdc.gov.uk Lee Ellis Tel: 023 8028 5719

PUBLIC INFORMATION:

This agenda can be viewed online (<https://democracy.newforest.gov.uk>). It can also be made available on audio tape, in Braille and large print.

Members of the public are welcome to attend this meeting. The seating capacity of our Council Chamber public gallery is limited under fire regulations to 22.

Members of the public can watch this meeting live, or the subsequent recording, on the [Council's website](#). Live-streaming and recording of meetings is not a statutory requirement and whilst every endeavour will be made to broadcast our meetings, this cannot be guaranteed. Recordings remain available to view for a minimum of 12 months.

PUBLIC PARTICIPATION:

Members of the public may speak in accordance with the Council's [public participation scheme](#):

- (a) on items within the Housing and Communities Overview and Scrutiny Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to attend the meeting, or speak in accordance with the Council's public participation scheme, should contact the name and number shown above no later than 12.00 noon on Friday, 13 June 2025.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

AGENDA

1. MINUTES

To confirm the minutes of the meetings held on 19 March and 12 May 2025 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To receive any public participation in accordance with the Council's public participation scheme.

4. TENANT REPRESENTATIVE ON THE HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL (Pages 5 - 10)

To agree the tenant representative on the Housing and Communities Overview and Scrutiny Panel.

5. PUBLIC SPACE PROTECTION ORDERS (Pages 11 - 22)

To consider the two PSPO's in the District and a proposal to approve a public consultation to extend them for a further three years.

6. COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT (Pages 23 - 136)

To receive the annual complaints performance and service improvement report.

7. SOCIAL HOUSING REGULATION ACT: PART 1: PROGRESS REPORT ON CONSUMER STANDARDS IMPLEMENTATION (Pages 137 - 150)

To receive a progress report on Consumer Standards Implementation.

8. SOCIAL HOUSING REGULATION ACT PART 2: 2024/25 TENANT SATISFACTION MEASURE PERFORMANCE (Pages 151 - 196)

To receive a report on the 2024/25 Tenant Satisfaction Measure Report.

9. HOUSING MAINTENANCE COMPLIANCE PERFORMANCE (Pages 197 - 224)

To receive a report on the progress made against the Council's compliance performance.

10. HOUSING LANDLORD STRATEGY (Pages 225 - 298)

To consider the Housing Landlord Strategy.

11. AFFORDABLE HOUSING DELIVERY PLAN (Pages 299 - 334)

To receive a report on the HRA property development and acquisition and delivery plan.

12. CORPORATE PLAN: KEY PERFORMANCE DATA QUARTER 4 (Pages 335 - 370)

To consider the performance data against KPIs identified in the Corporate Plan.

13. ANNUAL PERFORMANCE REPORT 2024/25 (Pages 371 - 390)

To receive the Annual Performance Report 2024/25.

14. PORTFOLIO HOLDER'S UPDATE

An opportunity for the Portfolio Holder's to provide an update to the Panel on developments within their portfolio.

15. WORK PROGRAMME (Pages 391 - 394)

To agree the work programme to guide the Panel's activities over the coming months.

16. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To: **Councillors**

Steve Clarke (Chairman)
Kate Crisell (Vice-Chairman)
John Adams
Hilary Brand
Sean Cullen

Substitutes

Allan Glass
Colm McCarthy

Councillors

Richard Frampton
Patrick Mballa
Neville Penman
Neil Tungate

Substitutes

Barry Rickman
Alex Wade