

Housing, Finance and Customer Services Policy and Scrutiny Committee

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| Date: | 27 th September 2018 |
| Classification: | General Release |
| Title: | Report of the CityWest Homes Task Group |
| Report of: | Director of Policy, Performance and Communication |
| Cabinet Member Portfolio | Cabinet Member for Housing and Customer Services |
| Wards Involved: | All |
| Policy Context: | City for All |
| Report Author and Contact Details: | Aaron Hardy x2894 ahardy1@westminster.gov.uk |

1. Executive Summary

This report presents the findings of the CityWest Homes task group for the committee's consideration

2. Key Matters for the Committee's Consideration

The Committee is asked to:

- Comment on the task group's report
- Forward the task groups recommendations to the Cabinet Member

3. Background

On 20th June 2018, the Housing, Finance and Customer Services Policy and Scrutiny Committee established a task group to review CityWest Homes, Westminster City Council's Arm's Length Management Organisation. The review focused on:

- City West Homes' strategic alignment with the Council's priorities
- Customer service
- Major works and leaseholder issues

The review took place over four meetings that included contributions from Westminster City Council officers, CityWest Homes officers, residents and an expert witness.

This paper presents the task group's recommendations.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact Aaron Hardy x2894
ahardy1@westminster.gov.uk

APPENDICES:

1. CityWest Homes Task Group report
2. CityWest Homes Setting the Scene Presentation
3. Campbell Tickell Presentation
4. HRA management Cost Information
5. CityWest Homes Contact Centre Performance Report July 2018
6. CityWest Homes Major Works Presentation
7. CityWest Homes Resident Engagement Summary
8. CityWest Homes Resident Engagement Guide
9. CityWest Homes Task Group Meeting Notes – Meeting 1
10. CityWest Homes Task Group Meeting Notes – Meeting 2
11. CityWest Homes Task Group Meeting Notes – Meeting 3
12. CityWest Homes Task Group Meeting Notes – Meeting 4

BACKGROUND PAPERS

None