



# Uttlesford District Council

Chief Executive: Peter Holt

## Housing Board

**Date:** Thursday, 7th December, 2023  
**Time:** 12.30 pm  
**Venue:** Committee Room - Council Offices, London Road, Saffron Walden,  
Essex CB11 4ER

**Chair:** Councillor A Coote  
**Members:** Councillors S Barker, A Dean, G Driscoll, C Fiddy, R Freeman,  
P Lees (Vice-Chair), C Martin, B Regan and M Tayler

**Tenant and Leaseholder Panel Representatives:** John Cotier (Chair) and Susan Ovel (Vice-Chair)

## AGENDA

- 1 Apologies for Absence and Declarations of Interest**  
To receive any apologies for absence and declarations of interest.
- 2 Minutes of the Previous Meeting** 3 - 5  
To consider the minutes of the previous meeting.
- 3 Update on Regulatory Framework for Housing** 6 - 15  
To receive a presentation from Kerry Clifford.
- 4 Tenant Satisfaction Measure Survey Results** 16 - 25  
To receive a presentation from Judith Snares.
- 5 Update on Rent Setting** 26 - 36  
To consider the Update on Rent Setting report.

- 6 Tenant and Leaseholder Panel - New Chair and Vice Chair**  
To receive an update from the Tenant and Leaseholder Panel.
- 7 Independent Housing Ombudsman's Scheme Complaints Handling Code Self Assessment** 37 - 57  
To consider the Self Assessment Independent Housing Ombudsman Scheme Complaints Code report.
- 8 Timeline for completion of the Housing Revenue Account Business Plan** 58 - 61  
To receive a report on the timeline for the completion of the Housing Revenue Account Business Plan.
- 9 UNSL Update** 62 - 65  
To note the UNSL Update.
- 10 Development Update - verbal**  
To receive a Developmental Update.
- 11 Housing Key Performance Indicators**  
To receive Housing Key Performance Indicators, (information to be received at the meeting).

**For information about this meeting please contact Democratic Services**

Telephone: 01799 510369 or 510548

Email: [Committee@uttlesford.gov.uk](mailto:Committee@uttlesford.gov.uk)

**General Enquiries**

Council Offices, London Road, Saffron Walden, CB11 4ER

Telephone: 01799 510510

Fax: 01799 510550

Email: [uconnect@uttlesford.gov.uk](mailto:uconnect@uttlesford.gov.uk)

Website: [www.uttlesford.gov.uk](http://www.uttlesford.gov.uk)