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Iain Phillips Chief Executive

4th July 2005

Dear Councillor,

I hereby give you Notice that a Meeting of the **HOUSING SERVICES COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **TUESDAY, 12TH JULY 2005** at **6.00 P.M.**

AGENDA

1. Apologies for absence.
2. To consider the Minutes of the last Meeting of the Committee held on 18th May 2005 as true records – copies previously circulated.
3. To consider the revised performance management framework and performance targets 2005/06.
4. To consider progress made by the Durham Coalfield Communities Housing Market Renewal Partnership.
5. To consider the introduction of the Major Repairs Policy.
6. To consider the Housing Services Department's Draft Service Standards.
7. To consider subscription to the National Federation of ALMO's.
8. To consider the creation of a Customer Profile.
9. To consider the revised Void Procedure Guide.
10. To consider the intention of the Customer Panel to undertake an 'Inspecting Your Landlord' exercise.
11. To consider the Housing Services Department's disability and needs survey.
12. To consider the six monthly ethnic monitoring records.
13. To consider the quarterly customer satisfaction survey.
14. To consider security protection to void council houses.
15. To consider an update to the Departmental Service Plan in relation to risk management.

16. To consider the establishment of a Principal Service Development Manager post.

17. To consider the Woodhouse Close Neighbourhood Plan.

18. To consider such other items of business which, by reason of special circumstances so specified, the Chairman of the meeting is of the opinion should be considered as a matter of urgency.

Yours faithfully



Chief Executive

Members of this Committee: Councillors Mrs Burn, Mrs Douthwaite, Clements*, Ferguson, Gale, Harrison, Mrs Hilditch, Kay, McKellar, Murphy*, Mrs. Pinkney, Mrs Seabury, J. Shuttleworth, Sinclair, Stonehouse and Mrs Todd.

*Ex-officio, non-voting capacity

Chair: Councillor Gale

Deputy Chair: Councillor Sinclair

TO: All other Members of the Council for information
Management Team