

Birmingham City Council

Homes Overview and Scrutiny Committee

25 January 2024



Commissioner's Review

Agenda Item 7: Regulatory Compliance

It is vital that the performance improvements made to date are maintained and accelerated to increase resident satisfaction and provide assurance that the necessary progress is being made on achieving landlord compliance. With the approval of the HRA Business Plan and the Asset Management Strategy, the high-level strategy is in place and the performance and delivery metrics are clear but need to be underpinned with resourced plans that deliver the KPIs and manage risks as they emerge as set out in this update. Complaints performance has improved but greater focus is required to deliver a consistent, acceptable level of performance on complaints handling but with a parallel and vital drive to address the root causes of complaints and over time reduce the volume and escalation of complaints and increase tenant satisfaction, this will be the subject of regular monitoring and management for the remainder of 23-24 and 24-25 onwards.