

**REVIEW OF REGISTERED PROVIDERS (RPs) 2024/25**

**1. INTRODUCTION**

- 1.1 This report is to update Members of the Overview and Scrutiny Committee on the work that the RP Review Group has carried out between September 2024 and June 2025.
- 1.2 As a non- stock holding authority it is essential that the council has a good working relationship with housing providers in the borough to be able to deliver its own housing priorities and duties.
- 1.3 The RP Review process allows members to look at the performance of housing providers, raise issues and concerns on behalf of residents which are not being resolved as they should, and press for service improvements where needed.
- 1.4 This year the group updated the Terms of Reference. A copy is attached for reference as Appendix 1.
- 1.5 The key changes ensure the council's five key priorities are embedded into the review process within a framework for collaborative working and appropriate challenge where needed, to:
  - Ensure residents and tenants can access good quality housing and housing related services
  - Ensure residents, councillors and officers all know the best way to get issues resolved, and who to go to for help
  - Strengthen neighbourhoods and communities
  - Ensure homes are energy efficient, reducing energy bills and Co2 emissions in existing and new homes
  - Work together to reduce deprivation and health inequalities

## 2. BACKGROUND

2.1 The membership of the group since June 2024 has been

Members	Officers
Cllr Halleh Koohestani (Chair) Cllr Gaynor Austin Cllr Bill O'Donovan Cllr Mike Smith Cllr Stephen Masterson	Zoë Paine Sarah Clark

2.2 The purpose of each review meeting is to build good working relationships with the council's RP partners, to understand how they are operating and the challenges they and their customers are experiencing.

Registered Provider	Meeting date
Metropolitan Thames Valley Housing	26 <sup>th</sup> March 2025
A2 Dominion	23 <sup>rd</sup> April 2025
Vivid	Declined

2.3 As Vivid is the council's largest stockholder with 5,626 affordable homes in the borough, they are invited to take part in the RP Review every year. This year they declined their invitation to attend, offering an all-member briefing as their preferred way to engage with the council. This is being reviewed by the Council's Managing Director and Executive Head of Property & Growth.

2.4 Engagement with RPs this year has been more challenging. A questionnaire was sent to other RPs with homes in the borough at the time of writing Accent, Aster and Grainger Trust were the only ones to reply (non-responders are being followed up).

2.5 The RPs are now being represented by middle managers rather than senior managers (in previous years Heads of Service or Service Directors were attending). The impact of this is the conversations are less strategic with an operational/ case-based focus. ted.

2.6 Executive level engagement on strategic housing issues is being arranged separately to the RP review process and included as a key performance measure in the council's delivery plan.

### 3 The Process:

3.1 Each RP provides financial and performance information, its policies, and strategies in advance of the meeting giving the group the opportunity to consider the information in advance. This year officers have developed a digital library with additional information that provides members of the group with more context including how they are performing against similar sized housing providers. The [RP Library](#) includes:

- Annual Reports
- Housing Ombudsman Reports
- Regulatory Judgements
- RBC issued RP Survey responses
- Tenant Satisfaction measures
- Questionnaire responses for RPs not taking part in the annual review.

### 5. Summary of Review Group findings

#### MTVHA- Matthew Cobb, Operations Manager

MTVHA own the 905 homes in the borough:

General needs rented	468
Leasehold (includes shared ownership)	329
Market Rent	8

**Social Housing Regulator ratings:** Governance G1 Viability V2 (strong & stable)

In 2024 Mel Barrett joined as Chief Executive and Maxine Gordon as Director of Housing, MTVHA's corporate priorities are Building Safety, Treating Customers Well, Getting the basics right.

MTVHA has recently re structured to provide separate, specialist management services for tenants and leaseholders. From April 2025 monthly estate inspections are being advertised more widely to encourage residents to attend.

The repairs service was brought in house in June 2024 which has improved their repairs service. Repairs issues raised at the meeting were known about and have since been completed. After the meeting a councillor raised a repair concern. RBC Private Sector Housing has worked with the vulnerable tenant and MTVHA team to resolve this.

Call wait times were discussed, data provided after the meeting showed these to be an average of 4 minutes for both Account Queries and Repairs calls.

MTVHA are actively looking for development opportunities in the borough.

**A2 Dominion- Scarlett Hall, Area Manager (Deputising for Sarita Gregory- Brook Head of Neighbourhoods)**

A2 Dominion own 368 homes in the borough:

**Social Housing Regulator ratings:** Governance G3, Viability G2 (significant governance improvements required, financially stable)

General needs rented	183
Leasehold	34
Shared ownership	71
Freehold	80

The standards of customer service and resident satisfaction are poor, as evidenced by the Ombudsman Report. Experience of Rushmoor residents, councillors and staff confirms this locally. Chief Executive Ian Wardell is leading change with focus on implementing a new system to improve record keeping, closer resident involvement and ensuring staffing levels are maintained at appropriate levels. The Social Housing Regulator has been involved in the governance improvements around Business Planning, Risk and control and data. More information can be found here: [Our regulatory grading | A2Dominion](#)

The priorities for this given were for Scarlett's area of work which are to ensure all issues are responded to within 5 working days, keeping residents updated regularly and ensuring accurate case records are logged.

Councillors explained that there has been a breakdown in trust between residents and the staff at A2. Scarlett explained a new Neighbourhood Manager Abigail Ryan has been appointed and a site meeting will be arranged for councillors with Abigail and also the Leasehold Manager Hakeem Whittaker.

A2 are not seeking development opportunities in the borough currently.

Scarlett deputised for the Head of Neighbourhoods which meant questions relating to repairs, stock condition, anti-social behaviour and complaints needed to be referred and the discussion.
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## **6 Conclusion**

The RP Review process continues to play an important role in the council developing good working relationships with housing providers. The meetings enable members and officers to improve their understanding of the condition and management of affordable homes in the borough and provides an appropriate platform to address any concerns.

It is proposed that a further programme of review is carried out in 2025/2026.

## **7 Recommendation**

That the Overview and Scrutiny Committee is requested to:

1. Endorse the programme of work carried out in 2024/25.
2. Authorise the Review Group to prepare a programme of reviews for 2025/26

## **BACKGROUND DOCUMENTS:**

- Minutes of the review meetings
- Supporting documents supplied by RPs.
- RP Library

## **CONTACT DETAILS:**

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## Appendix 1

### **Registered Providers Task and Finish Group**

#### **Rushmoor Borough Council**

#### **Terms of Reference 2024/25**

### **Purpose**

The Group will meet with Registered Partners (RP's) operating in the Borough to improve partnership working, monitor performance and scrutinise any issues negatively impacting residents

### **Terms of Reference and Responsibilities**

To improve member and officer understanding of the business opportunities and challenges facing RPs.

To explore how RPs, support the council in the delivery of its five key priorities which are:

- Skills, economy, and business
- Homes for all: quality living, affordable housing
- Community and wellbeing: active lives, healthier and stronger communities
- Pride in place: clean, safe, and vibrant neighbourhoods.
- Vision for the future and financial sustainability

To look at how we can work together to:

- Ensure residents and tenants can access good quality housing and housing related services.
- Ensure residents, councillors and officers all know the best way to get issues resolved, and who to go to for help.
- Strengthen neighbourhoods and communities.
- Ensure homes are energy efficient reducing energy bills and Co2 emissions in existing and new homes.
- Work together to reduce deprivation and health inequalities

To monitor the performance of the RPs, scrutinise underperformance impacting residents and work together to resolve any problems.

To achieve a good understanding of the following, and work to support excellent outcomes with any issues for Rushmoor residents:

- Housing management for all tenures
- Maintenance of property and neighbourhoods including mould prevention and tackling anti-social behaviour
- Customer service and compliance with the Housing Regulators Customer Standards
- Assisting residents with welfare issues
- Ward member' experiences of working with the RPs.

### **Membership:**

The Group will consist of up to six Members appointed by the Overview and Scrutiny Committee reflecting the political balance of the Council.

### **Meetings:**

The Group will:

- Be chaired by one of the Overview & Scrutiny Committee (Chair or Vice Chair).
- Hold three meetings each year with neighbourhood visits where practical.
- Submit a report of their findings to Overview and Scrutiny Committee.

### **Conduct of meetings:**

Meetings will be facilitated by officers from the Housing Strategy and Enabling Team to provide advice and support to Members.

To assist Members in their scrutiny role they will be provided with a copy of standard questions plus specific, supplementary questions as required and a background pack containing the following information:

- Annual report and accounts
- Recent tenants' newsletter
- RP's performance indicators
- Staffing Structure

This information will allow Members to have a good understanding of the RPs general performance. Any issues found to be found to be impacting residents will be scrutinised by the group in order to understand what steps the RP is taking to resolve them and where the council may be of assistance. Any such issues will be discussed with officers before meeting the RPs.

An email will be sent to each Ward Member before each meeting to request evidence for the review process. This will be included in the pack.