

## **Recommendations of the Houses in Multiple Occupation Overview and Scrutiny Task and Finish Groups Report to the Customer and Community Scrutiny Committee**

4.12 We identified a number of measures that could be explored further and actioned relatively quickly.

- Waste Minimisation initiatives – including the continued provision of banks for recyclable items (e.g. British Heart Foundation in 2014) in targeted areas, the issuing of information during October on waste and recycling arrangements with the emphasis on recycling and waste minimisation, and the recycling team working with relevant groups and organisations looking at the best ways to develop this approach.
- Parking and environmental improvements to Guildford Park, a locality where many integral garages have been converted into accommodation – the parking team, along with other relevant officers, partners, groups and organisations will work together to explore any opportunities to develop this further. The parking team will also continue to work with local residents and groups in ensuring the current parking controls and enforcement arrangements are effective and relevant to the local area.
- Promote community cohesion – the University of Surrey Students' Union and some tenants indicated a willingness to progress community involvement.
- Facilitation of gardening services to landlords – for example, through local social enterprises.
- Seek increased support from Surrey University and the ACM for tackling complaints (incidentally, we noted that students at universities elsewhere are liable to disciplinary procedures if they bring the university into disrepute through their behaviour in private rented accommodation).
- Ensure improved monitoring of complaints and knowledge of the locations of HMOs by the Council, using all sources of data.
- Use of social media applications for tenancy advice and information.

### **Recommendations** \_\_\_\_\_

(1) That the Executive approves in principle, the implementation of an accreditation scheme for landlords and agents in the Borough, subject to further partnership work and consultation regarding the detailed operation of the scheme and its resource implications, with a view to it being operational by June 2015 or as soon as is practicable.

(2) That the Executive authorises the Head of Health and Community Care Services, in consultation with the Lead Councillor for Housing and Social Welfare, to take forward and implement the Landlord Accreditation Scheme as appropriate when the development process is complete.

(3) That the Executive authorises the Executive Head of Environment and the Executive Head of Housing and Health, in consultation with relevant Lead Councillors.

(i) to progress the immediate measures identified by the HMO task and finish group, described in section 4.12 above, with a view to implementation within three months of approval by the Executive.

(ii) to establish an HMO stakeholders' group within two months of approval by the Executive.