
REPORT TO:	Housing and Community Services Committee	AGENDA ITEM: 20
DATE OF MEETING:	9th June 2005	CATEGORY: Delegated
REPORT FROM:	Director of Community Services	OPEN
MEMBERS' CONTACT POINT:	Bob Ledger (ext 5775)	DOC:
SUBJECT:	Compensation for late changes in tenancy commencement dates	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Purpose of Report

- 1.1 To agree that a prospective tenant should be compensated if through no fault of that prospective tenant the Council changes their tenancy commencement date within a week of its proposed start.

2. Recommendations

- 2.1 If the Council changes a tenancy commencement date within one week of that date the Council will credit compensation to the new tenancy account equivalent to one week's full rent.

3. Detail

- 3.1 The cost of moving home is considerable when decoration, furniture, carpets, etc are taken into account. Integral to these costs are also the physical costs of hiring a removal company or at the least a van in which to move oneself.
- 3.2 The Housing Service recognises its obligations to customers and in this regard to the inconvenience and potential costs incurred by prospective tenants if it changes a tenancy commencement date with short notice.
- 3.3 If it is absolutely necessary to change a tenancy commencement date, for instance due to unforeseen works at the void (empty) property or a delay in completing works by a contractor, the Council will give as much notice as possible to the prospective tenant. In exceptional circumstances such changes may occur in the week preceding the actual tenancy commencement date and it is likely that additional costs will be incurred by the prospective tenant as a result and at the very least there is likely to be severe inconvenience.

4. Financial Implications

- 4.1 The number of times when tenancy commencement dates are moved at such notice are few. With over 250 new tenancies projected for this year the maximum number of occurrences where the tenancy commencement date will change at such notice will be 10 or less and therefore the maximum cost of this customer service initiative will be in the order of £500 and can be met from virements within existing budgets.

5. Corporate and Community Implications

- 5.1 This initiative reflects that a modern Housing business has obligations to effect good customer service and compensate customers if that is not delivered.

6. TACT Comment

- 6.1 The scheduling of TACT meetings has not coincided with the production of reports for this Committee. TACT meets on the 6th of June and any comments they have on this report will be given verbally to the Committee.