

Appendix 3

THH Guide: Supporting Members with their Enquiries

In adopting the LBTH Member Officer protocol, THH has produced this Guide to provide helpful tips to facilitate councillors with their enquiries raised with THH on behalf of tenants and leaseholders.

- Do use the process put in place by the Council through its Members' Enquiries system – this helps us monitor, keep track of and resolve your enquiry.
- Do liaise with the members' support officers whose role it is to support you through the members' enquiries process – they can advise and suggest best ways to raise and resolve your enquiry.
- Do use the out of hours emergency systems in place to report genuine emergencies like flooding and fire etc. in evenings and at weekends – this will ensure an emergency (speedy) response out of hours. This may not happen if the emergency is reported directly to a member of THH staff during out of hours.
- Do encourage residents to report faults directly with THH as a number of members enquiries are related to faults that have not been reported to us.
- Do consider if the enquiry you are raising is a matter of council policy or the responsibility of THH. For example, recharging policy for leaseholders – enquiries relating to policy issues set by the council should be referred to the lead Cabinet member as THH is not responsible for setting the policy but for implementing.
- Do raise enquiries relating to how THH has *implemented* council policies relating to tenants and leaseholders.
- Do ensure that you are familiar with the responsibilities of tenants in relation to decoration, repairs and so on – this is set out in their tenancy agreement. It may help you in deciding whether to raise a members' enquiry or focus on a specific area of concern or to raise the matter elsewhere and manage their expectations.
- Do make sure you are familiar with the scope and limits of THH support and responsibilities to leaseholders. Also, what is in leaseholder's

agreement – we cannot carry out works for which leaseholders are responsible for. Neither go outside of the Council's set policy on flexible repayment options. This will help manage expectations.

- Do ensure that requests for O.T adaptive works are sent to the Council's O.T team for consideration – this is the process set in place by the Council and will ensure that the relevant officers are involved.
- Do think about making commitments to residents which are not within the powers, scope and responsibility of THH to meet these commitments – it can place unrealistic expectations on what tenants and leaseholders can expect from THH, and demands placed on THH which goes outside of the agreement in place with the Council.
- Do make sure you are familiar with the requirements of the Data Protection Act which governs the use and disclosure of personally identifiable information held about tenants and leaseholders – if in doubt please liaise with the members' support officers who will be able to advise you.
- Do consider your role when raising an enquiry into any litigation that the council and THH are pursuing with a tenant or leaseholder. In such circumstances, responses on behalf of the Council must be limited to comments on the process.