

Theme- Contact Information				
Aim	OCS Recommendation/s	Recommended to Executive	Delivery Method	Responsible Officer
1. Provide registered provider contacts for ward members and others, to assist with case work efficiency and effectiveness	Registered Providers to be asked to confirm up-to-date contact details for member enquiries. This would preferably include a neighbourhood management contact to provide the opportunity of relationship building at an estate level.	Yes	Housing to compile spreadsheet at Ward level with details of providers to be created by September 2026. This to be stored on Teams site so staff and Members can access and shared with CAB.	KG
	Provide officers with up to date/dedicated contact details	Yes		
	Consider also making this list available to Citizens' Advice to help improve communication	Yes		

	and advocacy on behalf of tenants			
2. Ensure residents have appropriate and up to date contact details for their providers to ensure that they are able to seek advice and support with any issues that they might have.	<p>Work with Registered Providers to update housing association contacts for residents on East Herts website to ensure these are current.</p> <p>Ensure reasonable adjustments are made so that these details are available for everyone who needs them</p>	<p>Yes</p> <p>Yes</p>	<p>To be undertaken as part of website review of content prompted by Renters Rights. To be completed by September 2026</p> <p>Customer services to be advised of information and where this is held so can support residents accessing information face to face and on telephone</p>	<p>KG/JOB/LC</p> <p>KG</p>
3. Assist members with the identification of which registered providers manage specific areas	Produce a list of housing providers that have stock in the district, broken down into individual wards	Yes	As per action 1.	KG

	Explore if work can be undertaken to map housing providers in East Herts with links to their websites, as used for Arts in East Herts	No	Propose spreadsheet and contacts created/updated initially and then consider mapping solution if website contacts and Member information ineffective	
4. Reduce multiple service specific contact lists for register provider contacts held by different council departments	Work towards establishing and maintaining a shareable, centrally held spreadsheet of property ownership and contacts details for Registered Providers operating in East Herts. Make sure that up to date and relevant information is easily accessible to different departments and registered provider partners to improve	Yes	As per action 1.	KG

	<p>information gathering and communication. This will serve to reduce duplication and the need for internal sharing of details between different officers and departments.</p>			
<p>5. Proactively establish good working relationships with providers new to East Herts</p>	<p>Require that appropriate and relevant contact details are provided by Registered Providers to enable them to engage effectively with key council services and members as early in the process as possible, setting expectations around this in as formal a way as is practicable.</p>	<p>Yes</p>	<p>To be part of meetings pre advertising of stock with new providers led by Housing Needs Team. Holding these details on shared Teams site and flagging to key council services that there is a new provider will resolve concerns about being unaware of the presence of a new provider in East Herts</p>	<p>KG</p>

Theme- Information and Training				
Aim	Recommendation			
6. Help members to provide residents with the best support community concerns such as antisocial behaviour	<p>Provide advice to members about complaints standards and escalation processes which are common to all registered providers, including the role of the Ombudsman and advice about identifying if council officers are already aware of an issue to reduce duplication</p> <p>Provide advice/training on when it is appropriate to contact departments directly to discuss case work concerning registered providers and when it is preferable to</p>	Yes	Through Members' training sessions. First 'housing' session in January 2026 on homelessness and further sessions to take place before January 2027.	JG/MA

	<p>use the members' Infreemation service</p> <p>Provide relevant contact details for different departments as necessary</p>			
7. Ensure housing providers are aware of the processes in East Herts to support with community concerns like antisocial behaviour	<p>Provide information and/or training to housing providers highlighting the partnership processes and services available in East Herts which they can access to help them support their tenants and deal with community concerns in a coordinated way</p>	Yes	<p>To be delivered via bi-annual newsletter to housing providers (spring/autumn). First newsletter to be sent autumn 2026.</p>	JG
8. Increase the understanding of tenants about the standards they should expect	<p>Review East Herts Council's website content, particularly considering changes under Renters' Rights</p>	Yes	<p>Work underway on changes. To be completed by June 2026</p>	KG/JOB/LC

	Act, to provide clearer guidance to tenants and landlords about their rights and obligations. This work is already in progress and Task & Finish Group members would like to be involved in this work as it develops			
Theme- Ongoing Communication and Engagement				
Aim	Recommendation			
9. Provide all registered providers opportunities to engage with East Herts Council to develop and consolidate relationships	Consider developing a regular newsletter to all Registered Providers with housing stock in East Herts sharing information of interest to them about the council, including details of ward members and key officer contacts.	Yes	To be delivered as per action 7. First newsletter to be sent autumn 2026.	JG

	<p>It is also recommended that details of this review are shared with Registered Providers and asks for their comments and suggestions about opportunities to further improve communication</p>			
<p>10. Make residents aware that improving communication is a priority</p>	<p>Communicate information about this review via the council's website and other means for those who are digitally excluded</p>	<p>Yes</p>	<p>Recommendations to be published on website late summer 2026</p>	<p>KG/LC</p>