

Housing and Homelessness Policy and Accountability Committee Agenda

Tuesday 14 November 2023 at 7.00 pm

Main Hall (1st Floor) - 3 Shortlands, Hammersmith, W6 8DA

Watch the meeting live: [youtube.com/hammersmithandfulham](https://www.youtube.com/hammersmithandfulham)

MEMBERSHIP

Administration	Opposition
Councillor Jacolyn Daly (Chair) Councillor Paul Alexander Councillor Asif Siddique Councillor Sally Taylor	Councillor Adronie Alford

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This meeting is open to the public and press. The building has disabled access.

Residents with an interest in any of the items on the agenda are encouraged to attend and participate in the discussion. If you can't attend in person, you can join remotely. If you would like to attend, please contact: Debbie.Yau@lbhf.gov.uk

Date Issued: 06 November 2023

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<u>Item</u>		<u>Pages</u>
1.	APOLOGIES FOR ABSENCE	
2.	DECLARATIONS OF INTEREST <p>If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.</p> <p>Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.</p> <p>Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.</p>	
3.	MINUTES <p>To approve the minutes of the previous meeting.</p>	4 - 11
4.	HOMELESSNESS PREVENTION UPDATE <p>This report provides a high-level overview of Homelessness Prevention services within London Borough of Hammersmith and Fulham.</p>	12 - 17
5.	COMPLAINTS MANAGEMENT IN HOUSING SERVICES <p>This report provides an outline of the complaints management in Housing Services.</p>	18 - 31
6.	GREENING OF THE HOUSING STOCK <p>Hammersmith and Fulham's council housing accounts for 83% of the organisation's operational emissions and 8% of total borough emissions. It is essential to reduce this by driving energy efficiency, decarbonising people's homes, and building energy efficient homes. Greening the</p>	32 - 39

housing stock is therefore important to address these areas and a 'Retrofit Strategy' is currently being developed that will outline the approach to achieve this. The aim of this paper is to explain how the strategy will influence council policy in 4 key areas:

1. Increasing the energy efficiency of H&F homes
2. Transitioning to low carbon heat
3. Supporting fuel poverty
4. Adapting the council's stock

7. DATE OF NEXT MEETINGS

To note the dates of next meetings:

- 30 January 2024
- 26 March 2024