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**Title:** Petitions Update

**Report of:** Managing Director

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### **Purpose of report**

1. To provide the Board of progress with petitions received since the last update at meeting of the Board on 26 May 2016.

### **Background**

2. The Board agreed, at its meeting on 13 April 2006, a protocol for the handling of petitions received by the company.
3. The protocol requires that a quarterly progress report be submitted to the Board for information. Progress with outstanding petitions is detailed in the Appendix.

### **Link to Values**

4. This report relates to the Company values of being
  - Customer focused
  - Open and honest
  - Accountable

### **Risk Management Implications**

5. There is a risk of impact on customer satisfaction if petitions are not handled effectively.

### **Value for Money Implications**

6. There are no value for money implications directly arising from this report.

### **Equality and Diversity Implications**

7. There are no equality and diversity implications directly arising from this report.

### **Financial Implications**

8. There are no financial implications directly arising from this report.

### **Health Implications**

9. Although there are no direct health implications as a result of this report, the successful handling of the petitions would have positive impact on the health and well being of Gateshead residents.

### **Environmental Implications**

10. There are no environmental implications arising from this report.

### **Consultation carried out**

11. The protocol for handling petitions received by the company requires that the Managing Director or Strategic Employee will arrange for the ward Councillors to receive a copy of the petition and seek their views on the content. The Councillor who submitted the petition will also be consulted if he or she is not one of the ward Councillors.
12. The protocol also requires that it will be appropriate to undertake one or more of the following actions: -
  - holding a meeting with the (lead) petitioner/s and/or any other relevant parties, e.g. ward Councillors, the police, strategic partners;
  - holding a site visit;
  - carrying out a consultation exercise with tenants on the issues raised by the petition.

### **Impact on Customers**

13. Depending upon the outcome of a petition submitted, there could be an impact on customer, for example a change in policy.

### **Recommendation**

14. To note progress with petitions received since the last update.



### PETITIONS SUBMITTED TO THE GATESHEAD HOUSING COMPANY

Date received	Ref	From	Issue	Action to date
13.11.12	7/12	Petition received from residents of East Street flats	Petition regarding replacement of windows	<p>The company and Council are working with partners to explore all options for work to multi-storey blocks, including insulation and window replacement.</p> <p>The lead petitioner was updated as part of the November 'Multi-storey Service Improvement Group' meeting. An update was provided on the Town Centre heating scheme (CHP), recently approved by cabinet. Details on the CHP will be developed in conjunction with the Council after which further updates will be provided to residents in these blocks.</p> <p>Preparatory work to connect these blocks to the CHP is ongoing. Further funding opportunities to support additional energy measures are to be explored alongside the proposed future capital programme.</p>