

ALMO Clienting Survey

Performance Management Structures and Reporting Arrangements

1. What arrangements does the council have in place to monitor ALMO performance? (please indicate the number and level of staff involved)
2. What performance monitoring reports are received?
 - a) Please indicate the broad content of reports
 - b) How often are these reports received?
 - c) Whom in the council receives them?
 - d) How are they used? (indicate whether these inform senior/ operational / political decision making)
3. Does the ALMO liaise directly with local politicians and attempt to influence of its own accord?

Managing Compliance and Risk

1. Does the Authority monitor ALMO compliance with and performance against the Consumer Standards?
2. Does the Authority have specific reporting and scrutiny arrangements in place for the 6 key health and safety risks identified by the Regulator (gas servicing, electrical testing, fire safety, asbestos, legionella, lifts)?
3. Does the Authority audit / stress test information and data from the ALMO? If so, please give brief details (including frequency)
4. Does the Authority actively use tenant complaints as part of performance monitoring arrangements?
5. How does the Authority evidence systemic compliance against the Management Agreement?
6. Has the Council / ALMO undertaken any recent compliance reviews Y/N
If yes, please provide further details - lessons learned /improvements made.
7. Does the Authority have an agreed process with the ALMO as to who would report to the Regulator if required and what the threshold for doing so would be?

Building safety (please complete this section if your authority has buildings in scope)

1. Has the Council determined who will be the Authorised Person once the Building Safety Bill is enacted? Y/N Please give brief details
2. Will aspects of the Authorised Person responsibilities be delegated to the ALMO?
Please provide brief details

3. Will the Building Safety Manager role be undertaken by the ALMO? Y/N Please provide brief details
4. How will the Council gain assurance where Authorised Person / Building Safety Manager roles are delegated?