

TENANTS' FORUM	Agenda Item
Thursday 14 th September 2017	6(i)

HOUSING REPAIRS

This report advises the Tenants Forum that Environmental Care's Property team was transferred to Housing on 4th September 2017.

INTRODUCTION

Responsibility for repairs and capital projects to the Council's housing stock has, for many years, been divided between Housing and Environmental Care.

Kettering Borough Council and Corby Borough Council have recently announced a major initiative to develop a joint street scene service for both boroughs. The new service will cover refuse collection, street cleaning and ground maintenance.

So that the street scene service can start operations on 1 January 2019, an internal reorganisation has recently taken place within the Council. As part of this, Housing now has sole responsibility for all aspects of the HRA capital programme, planned maintenance, responsive repairs and works to void properties.

Over 60 staff have transferred into the Housing service unit.

INFORMATION

When our tenants are asked how good a landlord the Council is, the first thing they think about is the quality of our repairs service.

By bringing all aspects of housing repairs into one place, we have a great opportunity to develop and deliver a first class repairs service that is professional, customer-focused and cost-effective.

Our immediate priority will be to improve the Council's performance in managing void properties. We currently have 84 void properties are void, equivalent to 2.27% of the Council's housing stock, with an average void period of 69 days.

There are also other aspects of the repairs service where we will be working hard over the coming months to improve our performance, customer service and cost effectiveness. Officers will be liaising closely with the Tenants Overview and Scrutiny Group throughout this time and regular updates on progress will be provided for the Tenants Forum.

John Conway
Head of Housing
14th September 2017