APPENDIX B

EXTRACT FROM COMMITTEE

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22.   Repairs Policy Update

Amy Larder, Maintenance Manager:

a. presented Housing Scrutiny Sub Committee with a report to detail the changes and updates made to the Repairs Policy since its previous review in 2017

b. added that the key areas for clarification were on fencing, specifically guidance on replacements and the tenant responsibility for maintaining installed fencing. Other key alterations included responsibility to include maintenance of ventilation to the property and the cleaning/clearing of air vents by tenants

c. confirmed that the Repairs Policy aimed to identify within the provision of the Housing Act 1985 (amended) the tenants right to repair and identify the repairs that the CoLC were responsible for and those of which tenants were responsible for within the terms and conditions of their tenancy agreement

d. reported that the policy looked to provide key information on service delivery, information on services provided by CoLC and how to report a repair

e. highlighted that the items added to the policy within the tenants' responsibilities were detailed at paragraph 4.7 to the report

f. added that the Policy had been reviewed and updated by HRS, the Investment Team and in consultation with Lincoln Tenants Panel

g. invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

Question: Who was responsible for repairs on enclosed porches? Was that the responsibility of the Council or the tenant?
Response: Some areas had been enclosed by a previous tenant that should not have been. They were not classed as a habitable space. The CoLC were responsible for canopies. Areas would be referred back and then maintained from there.

Question: Would it be more appropriate for the bleeding of radiators to be a Council responsibility rather than a tenant responsibility? If radiators were not bled correctly, it could result in the loss of heating and hot water.

Response: The Council would be responsible for a boiler issue that resulted in no heating.

Question: Could Officers provide some clarification around the provisions for textured ceilings and walls?
Response: Textured ceilings and walls in good condition would only be removed at the point where a repair was needed to them. If either were already in situ, it would not present a problem, however tenants were not to install any.

Comment: Should radiators come under the service per year to be checked and removed from the tenant's responsibility. A tenant should report if a radiator was not producing heat effectively.
Response: There were DIY videos that would accompany the Repairs Policy in order to aid tenants with the tenant's responsibilities.

Question: When were DIY videos planned to be rolled out?
Response: The videos were planned to accompany the Repairs Policy update on the website.

Comment: Referred to electrics within the home. Changing a fuse should be a Council responsibility only.
Response: Fuses were for individual appliances only. The Council would not expect a tenant to change a fuse on a fuse box.

Question: If there were a vulnerable tenant, disabled or elderly, and there was wear and tear on the toilet seat, would the Council replace it or would they help them to renew?
Response: There was a section for vulnerable tenants and this was where discretion would be exercised. Each case would be considered on an individual basis.

Question: Could Officers provide clarification on the 16 days difference between 12 weeks for schedule repairs and the 100 days stated?
Response: The figure of 100 days was included as a rounded figure. Repairs were scheduled within the twelve-week planning period. The 100-day target related to how IT systems were set up.

RESOLVED that Members agreed the contents of the report to progress to Executive for formal approval.