



COUNCIL MEETING

2 February 2017

COUNCIL HOUSING REPAIRS POLICY

Mike Barker, Acting Chief Executive

EXECUTIVE SUMMARY

1. Cabinet at its meeting on 24 January 2017 considered a report on the changes to the repairs policy for council housing stock.
2. Current policy does not include service improvements and developments that have been implemented since the original policy was approved in 2004. Nor does the current policy framework include appointment timescales, which was introduced in the repairs contract following customer consultation.
3. Changes to the policy are proposed to include new ways of working and to reflect existing working arrangements and service standards. Once implemented the revised repairs policy will be evaluated to assess impact.
4. The Cabinet has considered the facts and issues arising from the report including alternative options and took all relevant advice before formulating their recommendation.

RECOMMENDATION

5. It is recommended that Council approve changes to the repairs policy and standards of service delivery as set out within the Cabinet report in Appendix 2.