

**Appendix 5 – Item: Responsive Repairs Contract Update**

Considered by Homes Sub-Committee, 29 January 2024

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / ALREADY IN PROGRESS / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (i.e. Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
HS.11.23/24	The Homes Sub-Committee recommends that the Council's reporting on void turnaround times is brought into line with other local authorities and rather than using one overall figure for all voids, these are split to differentiate between the turnaround time for lettable voids and major voids.	Cllr Lynne Hale Housing	<b>Already in Progress</b>  Work is underway on NEC (Northgate) to track and report separately on minor and major voids.	Susmita Sen, Corporate Director of Housing	Within current budgets	We will be able to commence this differentiation of voids turnaround reporting from November 2024	TBC
HS.12.23/24	The Homes Sub-Committee recommends that as part of the work to heat map repairs, that any homes with no repairs recorded for a significant period are also reviewed to understand why this may be the case, to ensure there are no unreported repairs that may cause more serious property damage if left unaddressed.	Cllr Lynne Hale Housing	<b>Already in Progress</b>  Heat map reports have been produced and are being reviewed. Action will be taken to visit properties where no repairs have reported for 12+ months.	Susmita Sen, Corporate Director of Housing	Within current budgets	By the 30th of September 2024 heat map reports will have been reviewed and visits will commence to properties identified as at risk.	TBC