



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: RESPONSE REPAIR POLICY

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide information on the implementation of a Response Repairs Policy for all Council properties.
- 1.2 Following consultation by the Caerphilly Homes Task Group, this report will be submitted to Policy & Resources Scrutiny Committee for recommendations and thereafter to Cabinet for decision/approval.

2. SUMMARY

- 2.1 The report proposes to introduce a Response Repairs policy document to replace the former 2004 policy statement.
- 2.2 The former 2004 policy was more of a staff training and procedure manual which included a policy statement (copy attached Appendix 1). This was not intended to provide information for tenants and as such was not made available on the Council's internet website.
- 2.3 Response repairs are defined in the attached policy as repairs which are required by tenants to existing elements of their property and tenants need to be aware of the arrangements the Council has in place for providing this service.
- 2.4 The Response Repairs Policy (copy attached Appendix 2) describes the activities and responsibilities involved in delivering a response repairs service to all Council properties by the in-house Housing Repair Operations team. The report also highlights its commitment to providing an effective and responsive housing repairs and maintenance service in order to ensure high levels of tenant satisfaction along with protecting the value of its housing stock.

3. LINKS TO STRATEGY

- 3.1 The Response Repair Policy will assist the Council in meeting the aims and priorities detailed in the following strategies:
- 3.2 **National Housing Strategy:** The Welsh Assembly Government's National Housing Strategy 'Better Homes for People in Wales' (2001) has key themes of quality and choice. The WAG vision for housing "*wants everyone in Wales to have the opportunity to live in good quality, affordable housing*".
- 3.3 **The Single Integrated Plan 2013-2017:** has a priority to: "Improve standards of housing and communities giving appropriate access to services across the county borough".

- 3.4 **Local Housing Strategy:** Property Theme: *“Providing the opportunity for everyone to live in affordable, sustainable, good quality housing, regardless of tenure.”*
- 3.5 And links specifically to Strategic Aim 6: Housing Management, *“To provide good quality, well-managed homes in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”*

4. THE REPORT

4.1 The Council as Landlord has an obligation to keep its housing stock in a good state of repair therefore the following principles have been included within the policy document in order to promote the understanding of the Council’s legal responsibilities and mutual obligations in relation to response repairs.

- Responsibilities of the tenant
- Responsibilities of the Council
- Damp and Condensation
- Landlord Lighting
- Rechargeable Repairs
- Repairs to Empty Properties
- Joint Liability Repairs
- The Right To Repair
- Review Process
- Compensation Payments
- Relevant legislation on regulatory compliance
- Repairs and Maintenance Processes.
- Equality Implications.
- Welsh Language
- Tenant Participation.
- Policy Monitoring
- Links to other relevant policies/documents.

4.2 The overall aim of the Response Repair Policy is to contribute to the efficient and effective maintenance of the Council’s housing stock.

4.3 The policy will be accessible on the Housing website and is supported by detailed internal procedures and agreed practices applied uniformly across the housing service.

4.4 Due to the length of time since the previous document had been reviewed, it has been agreed that this policy will be reviewed every three years unless there is an earlier change in legislation.

5. EQUALITIES IMPLICATIONS

5.1 The policy has been updated in terms of Equalities and Welsh language issues following consultation with the Senior Policy Officer (Equalities and Welsh Language).

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications associated directly with the Response Repairs Policy.

7. PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications.

8. CONSULTATIONS

- 8.1 Consultation has taken place with relevant officers, Cabinet Member for Housing, the Repairs and Improvement Group, all views and opinions have been included in the report.

9. RECOMMENDATIONS

- 9.1 This report is to seek support for the introduction of a Response Repairs Policy, prior to consideration by Policy and Resources Scrutiny Committee and thereafter, Cabinet.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To provide an up-to-date Response Repair Policy which contributes towards the efficient and effective maintenance of the Council's housing stock.

11. STATUTORY POWER

- 11.1 Housing Acts 1985, 1996 and 2004.

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David A. Thomas - Senior Policy Officer (Equalities and Welsh Language)
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Appendices:

- Appendix 1 Response Repairs Policy Statement
Appendix 2 Response Repairs Policy – May 2014