



POLICY AND RESOURCES SCRUTINY COMMITTEE – 3RD MARCH 2015

SUBJECT: RESPONSE REPAIRS POLICY

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151
 OFFICER**

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- 1.1 The report was considered by the Caerphilly Homes Task Group on the 11th December 2014.
 - 1.2 The report informed the Task Group on the implementation of a Response Repairs Policy for all Council Properties.
 - 1.3 The former 2004 policy was more of a staff training and procedure manual, which included a policy statement and was not intended to provide information for tenants and as such was not made available on the Council's Internet site. Response repairs are defined in the policy as: repairs that 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.
 - 1.4 The Response Repairs Policy highlights 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.
 - 1.5 Having fully considered the report and the recommendation contained therein, the Caerphilly Homes Task Group recommend that the Policy and Resources Scrutiny Committee support the introduction of a Response Repairs Policy, prior to consideration by Cabinet.
 - 1.6 Members are invited to consider the report and the above recommendation.

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Appendices:

Appendix 1 Caerphilly Homes Task Group Report – 11th December 2014