

## **CABINET - THURSDAY, 7 MARCH 2024**

### **Report of the Director Housing and Wellbeing Lead Member: Executive Member for Public and Private Sector Housing**

#### **Part A**

#### HOUSING REPAIRS AND MAINTENANCE POLICY

##### Purpose of report

To bring the new Housing Repairs and Maintenance Policy to Cabinet for approval. The policy sets the framework for the delivery of all aspects of the repairs service to include repairing responsibilities and the delivery of planned, cyclical and responsive repairs.

##### Recommendations

1. That Cabinet approves the Housing Repairs and Maintenance Policy at Appendix A.
2. That delegated authority is given to the Head of Landlord Services in consultation with the Executive Member for Public and Private Sector Housing to make minor amendments to the Policy.

##### Reasons

1. To set out the Council's policy on the delivery of repairs and maintenance services.
2. To enable minor amendments to be made.

##### Policy Justification and Previous Decisions

The Council has a clear commitment in its Corporate Plan 2024 - 2028 to help deliver homes the borough needs while investing in our own properties.

There are a range of legislative and regulatory responsibilities guiding the delivery of the Council's repairs and maintenance service which are referenced in the policy.

Whilst a tenant repairs handbook exists, there is no current existing similar policy. It is therefore appropriate to introduce one.

##### Implementation Timetable including Future Decisions

It is recommended that, subject to call-in, this policy, if approved, comes into effect immediately.

## Report Implications

### ***Financial Implications***

There are no direct financial implications regarding this report.

### ***Risk Management***

There are no specific risks associated with this decision.

### ***Equality and Diversity***

The policy will support the Council to meet its obligations under equalities legislation. Groups including older and disabled people will benefit from an enhanced and tailored repairs and maintenance service.

### **Climate Change and Carbon Impact**

None identified.

### ***Crime and Disorder***

None identified.

### **Wards Affected**

All wards.

### **Publicity Arrangements**

The policy will be communicated to tenants through the website and Your Homes Matter residents' magazine.

### **Consultations**

The Housing Management Advisory Board ('HMAB') has been consulted over the key principles of this policy and have given the policy their endorsement.

### **Links to the Corporate Strategy**

Caring for the Environment	No
Healthy Communities	Yes
A Thriving Economy	No
Your Council	No

Key Decision: Yes

Date included on Forward Plan 07/02/2024

Background Papers: None

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## Part B

### 1. Background

- 1.1 One of the key landlord activities is the provision of an effective repairs and maintenance service. The repairs and maintenance service ensures that customers are provided with safe, warm and secure housing that meets the Decent Homes Standard. This supports our customers to remain in their homes, contributing to sustainable tenancies and communities.
- 1.2 This policy is required to allow customers to understand the service levels that the Council should be held accountable against. The policy allows customers to assess the service performance against the stated policy.
- 1.3 The proposed new repairs and maintenance policy, attached to this report as appendix A, brings together existing internal procedures into an explicit policy statement.

### 2. Consultation over the proposed policy

- 2.1 Staff have been consulted internally in the landlord service and the key policy objectives and principles have been reviewed by HMAB.

### Appendices

Appendix A	Draft Repairs and Maintenance Policy
Appendix B	Equality Impact Assessment