

MEETING OF THE COUNCIL

24 FEBRUARY 2015

ITEM 6 – QUESTIONS FROM COUNCILLORS

QUESTION FROM COUNCILLOR J LEGRYS TO COUNCILLOR R BLUNT

How many negative comments, formal complaints, threats of litigation and/or actual litigation have tenants made against this Council and/or its Contractors regarding housing since the commencement of the Decent Homes Contract?

Councillor R Blunt has requested that Councillor R D Bayliss provide the response to this question as it relates to his Portfolio area.

RESPONSE FROM COUNCILLOR R D BAYLISS

As at 31 January 2015 we had completed decent homes improvement works to 3,468 properties through our partnership with Kier and Lovell. The vast majority of this work has been both complex and disruptive and has been undertaken around tenants and their families within their homes. The programme has included replacing:

- kitchens to 2,011 homes;
- bathrooms to 1,520 homes;
- new heating systems to 988 homes;
- full electrical rewiring to 536 homes;
- new doors or windows to 3,117 homes;
- new roof to 415 homes.

Since September 2012 when the contracts commenced, 1,065 tenants have returned questionnaires upon the completion of work, with 97% indicating that they were satisfied or very satisfied with the service. Only 29 tenants indicated some form of dissatisfaction. During this period there have been 85 complaints, one housing ombudsman enquiry (for which a decision is still pending). To date £27m has been invested in improving the Council's stock and recompense of £2,156 has been paid to tenants for issues relating to the service.