

WELWYN HATFIELD BOROUGH COUNCIL
PROPERTY SERVICES TEAM (HOUSING)
11TH NOVEMBER 2020

RESPONSIVE REPAIRS SERVICE

1 Executive Summary

- 1.1 The purpose of this report is to inform Members about the council's Responsive Repairs Service, so that Members have the opportunity to learn more about the service.
- 1.2 Appendix A provides an overview of the service including an update on the impact of the COVID pandemic.
- 1.3 Appendix B provides the journey of a responsive repair.

2 Recommendation(s)

- 2.1 Members to note the content of this report and propose what further scrutiny they wish to undertake.

2.2 Explanation

2.2.1 Background

- 2.2.2 Following a council motion in January 2020, a task and finish group has been set up by the Overview and Scrutiny Committee.

- 2.2.3 The task and finish group requested that the Head of Property Services provide details on the Response Repairs Services, so that Members can gain a full understanding of how the service operates, the customer journey from reporting a repair, through to completion, and the way in which performance is monitored throughout this process. This information is provided in the attached report, Appendix A.

- 2.2.4 Members requested more information on how the COVID19 pandemic has affected the service and the impact on council tenants. The attached report provides full information on these impacts, with an update on the council's performance against targets from March 2020 until September 2020. The report shows that there have been many challenges as a result of the pandemic, the service is overall meeting performance targets.

Implications

3 Legal Implication(s)

- 3.1 There are no legal implications as a direct result of this report.

4 Financial Implication(s)

4.1 There are no financial implications arising from this report

5 Risk Management Implications

5.1 There are no additional risk management implications as a direct result of this report.

6 Security and Terrorism Implication(s)

6.1 There are no security and terrorism implications arising from this report.

7 Procurement Implication(s)

7.1 There are no procurement implications arising from this report.

8 Climate Change Implication(s)

8.1 There are no climate change implications arising from this report.

10. Human Resources Implication(s)

10.1 There are no implications arising from this report.

11. Health and Wellbeing Implication(s)

11.1 There are no new implications arising from this report.

12. Link to Corporate Priorities

12.1 The subject of this report is linked to the following Council's Corporate Priorities, Our Housing, Quality Landlord.

13 Equality and Diversity

13.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

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