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Contact:
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18 September 2023

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL OVERVIEW AND SCRUTINY COMMITTEE to be held on Tuesday 26 September 2023 at 7.30 pm in the Council Chamber

A G E N D A P A R T 1

1. SUBSTITUTION OF MEMBERS

To note any substitution of Members made in accordance with Council Procedure Rules.

2. APOLOGIES

3. MINUTES

To confirm as a correct record the Minutes of the meeting held on 18 July 2023 (previously circulated).

4. NOTIFICATION OF URGENT BUSINESS TO BE CONSIDERED UNDER ITEM 8

5. DECLARATIONS OF INTERESTS BY MEMBERS

To note declarations of Members' disclosable pecuniary interests, non-disclosable pecuniary interests and non-pecuniary interests in respect of items on the agenda.

6. DATE AND TIME OF UPCOMING SCRUTINY TASK AND FINISH PANELS (T&PS)

Upcoming

- Budget Task and Finish Group – 4 October 2023, 5.30pm
- Recruitment, Retention and Leaver Processes Task and Finish Group – 14 December 2023, 5.30pm

7. HOUSING MAINTENANCE (Pages 3 - 24)

To receive a report from the Chief Executive on Housing Maintenance.

8. SUCH OTHER BUSINESS AS, IN THE OPINION OF THE CHAIRMAN, IS OF SUFFICIENT URGENCY TO WARRANT IMMEDIATE CONSIDERATION
9. EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to resolve:

That under Section 100(A)(2) and (4) of the Local Government Act 1972, the press and public be now excluded from the meeting for Item 10 and 11 (if any) on the grounds that it involves the likely disclosure of confidential or exempt information as defined in Section 100(A)(3) of Part 1 of Schedule 12A of the said Act (as amended).

In resolving to exclude the public in respect of the exempt information, it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

PART II - PRIVATE AND CONFIDENTIAL ITEMS

10. CYBER SECURITY (Pages 25 - 30)
- To receive a report from the Assistant Director (ICT & Digital Services) on Cyber Security.
11. ANY OTHER BUSINESS OF A CONFIDENTIAL OR EXEMPT NATURE AT THE DISCRETION OF THE CHAIRMAN

<u>Circulation:</u>	Councillors	G.Michaelides	A.Hellyer (Vice-Chairman)
		L.Crofton	T.Mitchinson
		T.Rowse (Vice-Chairman)	L.Musk (Chair)
		M.Siewniak	A.Nix
		C.Stanbury	D.Panter
		S.Thusu	B.Sarson
		R.Trigg	K.Thorpe

Senior Leadership Team
Press and Public (except Part II Items)

If you require any further information about this Agenda please contact Democratic Services, Governance Services on or email – democracy@welhat.gov.uk

Part 1

Main author: Ka Ng

Executive Member: Cllr Lynn

Chesterman

WELWYN HATFIELD BOROUGH COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE – 26 SEPTEMBER 2023
REPORT OF THE CHIEF EXECUTIVE

HOUSING MAINTENANCE

1 Executive Summary

- 1.1 This report provides further background information to the Overview and Scrutiny Committee (OSC), in particular, the actions undertaken by the current Cross Party Housing Maintenance member group and Cabinet Housing Panel.
- 1.2 The OSC has specifically requested to receive the following information:
 - Performance data – where is this reported and what actions are being undertaken for failing performance;
 - Minutes – a review of minutes of the cross-party working group to understand the areas being discussed and of the actions that have arisen from the group; and,
 - To review the outcomes and recommendations of the previous task and finish group.

2 Recommendation

- 2.1 That the Committee notes the contents of this report and to agree any further actions that may be required to complete this scrutiny topic.

3 Explanation

- 3.1 The terms of reference of Cabinet Housing Panel and Cross Party Housing Maintenance Member group are shown in appendices A1 and A2, respectively.
- 3.2 **Performance Data**
 - 3.2.1 Key Performance Indicators (KPIs) are reported on a monthly basis to Senior Management Team and any corrective actions are put in by the relevant managers, Assistant Directors and Directors. Quarterly KPI performance is formally reported to Cabinet Housing Panel. Cabinet also holds quarterly performance clinics where business plan targets and KPIs are scrutinised,

and that performance exception reports are formally reported to Cabinet. Performance Clinic reports are also published on Member Information Hub.

3.2.2 In addition to the above, the Cross Party Housing Maintenance Group also meets monthly and receives presentation from Morgan Sindall directly about their performance and questions are asked about their performance. Morgan Sindall representatives are also scheduled to attend the Cabinet Housing Panel meeting in October to present a summary of their performance during the first year of the new housing contract.

3.3 **Cross Party Housing Maintenance Member Group minutes**

3.3.1 The minutes of all the meeting held since December 2022 are shown in appendix B. It should be noted that a meeting was also held in August 2022, however it was an introduction meeting for the Cross Party group to meet with Morgan Sindall for the first time.

3.4 **Outcomes and recommendations of the previous task and finish group**

3.4.1 The previous OSC set up a Housing Maintenance Task and Finish Panel with the following key topics to explore:

- To understand the extent of council owned properties experiencing issues with damp and mould.
- To examine the condition of the oldest 10% blocks of flats and all of the sheltered accommodation. To seek assurance that a robust planned maintenance schedule exists for these accommodation.
- Regarding recently let properties, is the Council ensuring that residents are letting the property from void at the best possible standard?

3.4.2 The Task and Finish Panel was chaired by Cllr Max Holloway and they met on a number of occasions during Autumn 2021. Their findings were reported to the OSC meeting in January 2022.

3.4.3 It should be noted that since the conclusion of the work of the task and finish group, a number of key changes have taken place. This includes a staffing restructure of Property Maintenance team at the council and a change of the housing repair and maintenance contractor.

3.4.4 Appendix C shows the recommendations of the previous task and finish group and the corresponding progress made.

Implications

4 Legal Implication(s)

4.1 None.

5 Financial Implication(s)

5.1 None.

6 Risk Management Implication(s)

7.1 None

8 Security and Terrorism Implication(s)

8.1 None

9 Procurement Implication(s)

9.1 None

10 Climate Change Implication(s)

10.1 None

11 Human Resources Implication(s)

11.1 None

12 Health and Wellbeing Implication(s)

12.1 None.

13 Communication and Engagement Implication(s)

13.1 None

14 Link to Corporate Priorities

14.1 The subject of this report is linked to the Council's Corporate Priority "Quality Homes through managed growth".

15 Equality and Diversity

15.1 An Equality Impact Assessment (EqIA) was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Name of author
Title
Date

Ka Ng
Chief Executive
September 2023

Appendix A1 – Cabinet Housing Panel Terms of Reference

- To work on the development of strategies, policies and plans relating to operational and strategic housing functions and make recommendations to Cabinet in relation to the adoption of such strategies, policies and plans
- To consider the results of performance reports in relation to the provision of services to tenants and leaseholders and the repair and maintenance of housing properties and make recommendations to Cabinet as appropriate in the light of performance
- To monitor progress of the Housing and Homelessness Strategy and other related strategies and plans
- To consider reports arising from the scrutiny of housing operations as tabled by the Borough's Tenants Panel and make recommendations to Cabinet on service improvements identified through this scrutiny process
- To agree responses to consultations where relevant

Appendix A2 – Cross Party Housing Maintenance Member Group – Terms of Reference

- Review progress of mobilisation;
- Monitor the project implementation plan;
- Review the risk register and associated contingency plans;
- Oversee the overarching communications plan for tenants and leaseholders
- Receive an update on the performance of the current provider during the mobilisation period; and
- Receive an update on the performance of the new provider during the first year of the contract
- Receive an update on damp and mould properties

Appendix B – Minutes of Cross Party Housing Maintenance Board

14 December 2022

Cross Party Member Housing Maintenance Board

14th December 2022 at 9:00am
(Microsoft Teams)

Attendees: Cllr Fiona Thomson, Cllr Stanley Tunstall, Cllr Julie Cragg, Cllr Teresa Travell, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Lynn Chesterman, Ka Ng (WHBC), Ian Hancock (WHBC), Paul Reader (Morgan Sindall), and Martin Byrne (Morgan Sindall)

ACTION POINTS

1. Introduction from Chair

Cllr Fiona Thomson mentioned that she made a statement on how the council tackles damp and mould in last week's Cabinet meeting, which also mentioned the expansion of the terms of reference of this group to cover damp and mould issues going forward.

2. Apologies - None

3. Contract Update - Paul Reader, Morgan Sindall

- Presentation was given by Morgan Sindall (see attached)
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Member asked how tenants from non-sheltered accommodation could be included on the digital inclusion course – Martin/Ian to check
- Member asked if Chancellor school (located in Brookmans Park) is included in the Welwyn Garden City and Hatfield schools Partnership – Martin to check

4. Performance Update – Martin Byrne, Morgan Sindall

- Presentation was given by Morgan Sindall (see attached)
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Member asked if other form of customer satisfaction could be captured other than text message – Martin/Ian will explore and come back
- The Chair is keen to see some of the KPIs to be reported to CHP on a regular basis – Martin/Ian to agree a list and share with Fiona

5. Damp and Mould Update

- Presentation was given by Service Director (Property Maintenance and Climate Change) - see attached
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Member information note to be published in January providing a briefing note on the actions that the council is undertaking on damp and mould and that a new leaflet will be appended to the note for members to help and share the message with the public – Ian
- Damp and mould messaging in One Magazine going forward – Ian
- Repeated cases continue to be tracked in the officer task and finish group and progress to be reported back to this Cross Party group - Ian

6. AOB

- Monthly meetings to be scheduled to cover throughout 2023 – PAs to schedule
- Next meeting will be held on Teams, and will alternate in future

16 January 2023

Cross Party Member Housing Maintenance Board

16th January at 4:30pm
(Microsoft Teams)

Attendees: Cllr Fiona Thomson, Cllr Stanley Tunstall, Cllr Julie Cragg, Cllr Teresa Travell, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Lynn Chesterman, Ka Ng (WHBC), Ian Hancock (WHBC), Paul Reader (Morgan Sindall), and Martin Byrne (Morgan Sindall)

ACTION POINTS

1. Apologies – Cllr Stanley Tunstall

2. Actions from last meeting

- Member asked how tenants from non-sheltered accommodation could be included on the digital inclusion course – Martin/Ian to check
 - Martin reported that the digital inclusion courses will be advertised externally and details could be shared with members in due course.
- Member asked if Chancellor school (located in Brookmans Park) is included in the Welwyn Garden City and Hatfield schools Partnership – Martin to check
 - The Chancellor School is not part of school partnership but Morgan Sindall has made contact with the school directly.
- Member asked if other form of customer satisfaction could be captured other than text message – Martin/Ian will explore and come back
 - This is being worked on and will report back to a future meeting.
- The Chair is keen to see some of the KPIs to be reported to CHP on a regular basis – Martin/Ian to agree a list and share with Fiona
 - First batch of Morgan Sindall's KPIs will be reported as part of the Q3 performance to CHP in March.
- Member information note to be published in January providing a briefing note on the actions that the council is undertaking on damp and mould and that a new leaflet will be appended to the note for members to help and share the message with the public – Ian
 - Work in progress and the briefing note will be published on the hub later this week.
- Damp and mould messaging in One Magazine going forward – Ian
 - This will be included in the next edition (March)
- Repeated cases continue to be tracked in the officer task and finish group and progress to be reported back to this Cross Party group
 - Noted

3. Update from Morgan Sindall – Paul Reader and Martin Byrne, Morgan Sindall

- Presentation was given by Morgan Sindall (see attached)
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- None, all queries were addressed at the meeting.

4. Damp and Mould Update

- Presentation was given by Service Director (Property Maintenance and Climate Change) - see attached
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Printed copies of the damp and mould leaflet to be provided to Members via their letter box at the post room. Also noted that a copy of the leaflet will be published on member information hub and on our website.

5. AOB

- Cllr Rowse to discuss with Ian a specific case about mobile contact with tenant.
- Cllr Thomson reminded members of a forthcoming member training event on Social Housing White Paper
- Next meeting will be held on 28 February 4pm (Sycamore Room, Campus East)

6 March 2023

Cross Party Member Housing Maintenance Board

**6th March at 14:00pm
Sycamore Room
(Hybrid Meeting)**

Attendees: Cllr Fiona Thomson, Cllr Julie Cragg (Joined by Teams), Cllr Teresa Travell, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Lynn Chesterman, Ian Hancock (WHBC), and Martin Byrne (Morgan Sindall)

ACTION POINTS

- 1. Apologies** – Cllr Stanley Tunstall, Ka Ng (WHBC), Paul Reader (Morgan Sindall)
- 2. Actions from last meeting**
 - Member reported that digital inclusion courses will be advertised externally, and details could be shared with Members in due course.
 - Agreed the Board will receive a quarterly social value update from Morgan Sindall.
 - Member asked if other form of customer satisfaction could be captured other than text message.
 - Ian reported that 87% of jobs have a mobile number but further work is being done to see how this number can be improved. Once we are comfortable with the data Morgan Sindall will introduce a telephone or postal survey. Update to be had at next meeting.
 - The chair is keen to see some of the KPIs to be reported to Cabinet Housing Panel on a regular basis.
 - Cabinet Housing Panel required the first KPI performance on Morgan Sindall in March.
 - Cabinet KPIs refreshed to align with Morgan Sindall contract targets to commence from April 2023.
 - Member information to be updated on damp and mould work.
 - This was completed in January 2023.
 - Damp and Mould messaging to go into One Magazine in the next edition (March).
 - This was not achieved due to the deadline for the March edition. However, this has been scheduled for the Autumn 2023 edition, along with the tenant's magazine at a similar time.
 - Repeated damp and mould cases continue to be tracked in the Officer Damp and Mould Group.
 - Metrics being developed.
 - Members commented that they like this format of the minutes.

3. Update from Morgan Sindall –Martin Byrne, Morgan Sindall

- Presentation was given by Morgan Sindall (see attached)
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Review process for jobs that fall between Repairs and Planned Maintenance. Example given, large plastering jobs and roofing jobs. – Martin
- It was reported there is some confusion from residents on the 1-5 scoring system on Rant & Rave which Martin has asked Morgan Sindall to look into this. – Martin
- A Member asked what surveys are done on other maintenance contracts, e.g heating – Ian.

4. Damp and Mould Update

- Presentation was given by Service Director (Property Maintenance and Climate Change) - see attached.
- The Service Director (Property Maintenance and Climate Change) presented the Regulator's (RSH) Report 'Damp and mould in social housing initial findings' – see attached.
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- The RSH report 'Damp and mould in social housing initial findings' to be uploaded on the Member Information Hub - Ian

5. AOB

- Cllr Jones thanked Ian and Elliott for their time in visiting tenants who were experiencing significant structural problems with their home.
- Next meeting will be held on 28 March 4pm (Microsoft Teams)

28 March 2023

Cross Party Member Housing Maintenance Board

**28th March at 16:00pm
MS Teams**

Attendees: Cllr Fiona Thomson, Cllr Roger Trigg, Cllr Teresa Travell, Cllr Stan Tunstall, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Lynn Chesterman, Ka Ng (WHBC), Ian Hancock (WHBC), Paul Reader (Morgan Sindall), Helen Sheen (Morgan Sindall)

ACTION POINTS

- 1. Apologies** – Cllr Julie Cragg, and Martin Byrne (Morgan Sindall)
- 2. Actions from last meeting**
 - Member asked if other form of customer satisfaction could be captured other than text message.
 - Morgan Sindall will introduce a telephone or postal survey in the next few weeks.
 - Review process for jobs that fall between Repairs and Planned Maintenance.
 - Update to be provided at the next meeting (April)
 - It was reported there is some confusion from residents on the 1-5 scoring system on Rant & Rave which Martin has asked Morgan Sindall to look into this.
 - This is being looked at internally at MS, update to the next meeting.
- 3. Update from Morgan Sindall** – Paul Reader, Morgan Sindall
 - Presentation was given by Morgan Sindall (see attached)
 - Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Cllr Teresa Travell and Cllr Stan Tunstall will pass on outstanding repair cases to Ian
- Member Enquiry inbox response time to be reviewed and members requested to see some target response time to be introduced - Ian
- Appointment Kept – Repairs – members requested to receive the number of appointments shown on the slide and to provide this information at future meetings.
- Appointment Kept – Repairs, members are also interested to receive information about appointments not kept by tenants.
- Members requested to receive the email address of Helen Sheen, Head of Social Value at Morgan Sindall

- Members requested to receive more information about the social value offer after the meeting
- Cllr Tim Rowse to provide links to charities to Helen to explore if there are any opportunities to support ex-offenders. It is acknowledged that building a strong link with Job Centre Plus is also key as they would be supporting ex-offenders too.

4. Damp and Mould Update

- Presentation was given by Service Director (Property Maintenance and Climate Change) - see attached.
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Members requested to receive an update regarding recommendations associated with damp and mould from the previous work of the OSC Task and Finish Group that Cllr Max Holloway chaired during 2021/22
- Members asked that the damp and mould indicators were presented in future as a bar chart

5. AOB

- Members agreed to review the frequency of the meeting after May
- Next meeting will be held on Tuesday 25 April 4pm (Sycamore Room)

25 April 2023

Cross Party Member Housing Maintenance Board

25th April at 17:00pm
MS Teams

Attendees: Cllr Fiona Thomson, Cllr Teresa Travell, Cllr Stan Tunstall, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Lynn Chesterman, Cllr Julie Cragg, Ka Ng (WHBC), Ian Hancock (WHBC), Martin Byrne (Morgan Sindall), Helen Sheen (Morgan Sindall)

ACTION POINTS

1. Apologies –Paul Reader (Morgan Sindall)

2. Actions from last meeting

- Member asked if other form of customer satisfaction could be captured other than text message.
 - Morgan Sindall looking to launch a new survey in June.
- Review process for jobs that fall between Repairs and Planned Maintenance.
 - Extra resource has been found by Morgan Sindall to improve the process. This is being reviewed constantly.
- It was reported there is some confusion from residents on the 1-5 scoring system on Rant & Rave which Martin has asked Morgan Sindall to look into this.
 - Text message to try to see if the score of 5 could come first but this change would be a companywide change, which would require consulting with other clients. But all agreed to continue with existing system and hoping that the tenants will soon get used to it. Also, to review at the end of this financial year.

3. Update from Morgan Sindall – Paul Reader, Morgan Sindall

- Presentation was given by Morgan Sindall (see attached)
- Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- No access - Members requested to explore reasons for tenants not meeting appointments and working with Neighbourhood team to see if there's anything that the council could do. Members requested for a quarterly update on No Access data.

4. Damp and Mould Update

- Presentation was given by Service Director (Property Maintenance and Climate Change) - see attached.

- Members noted the content of the presentation (NB some of the contents are confidential)

5. AOB

- None
- Next meeting will be held on Tuesday 23rd May at 16:00 – 18:00pm Teams

28 June 2023

Cross Party Member Housing Maintenance Board

28th June at 16:00pm
MS Teams

Attendees: Cllr Lynn Chesterman (Chair), Cllr Margaret Birleson, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Julie Cragg, Ka Ng (WHBC), Paul Horsley, Elliott Manzie, Martin Byrne (Morgan Sindall),

ACTION POINTS

1. **Apologies** –Paul Reader (Morgan Sindall), Helen Sheen (Morgan Sindall), Cllr Stan Tunstall, Cllr Fiona Thomson
2. **Terms of reference** - noted
3. **Actions from last meeting**
 - Member asked if other form of customer satisfaction could be captured other than text message.
 - Morgan Sindall looking to launch a new survey once the details are sorted.
4. **Update from Morgan Sindall** – Martin Byrne, Morgan Sindall
 - Presentation was given by Morgan Sindall (see attached)
 - Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Members asked for information about the top 10 repeated no access addresses.
 - Members asked if we could raise profile for the problem of no access issue (e.g. via tenant newsletter, and also, if necessary, including a message that it costs an average of £45 for a Morgan Sindall operative to turn up each of the appointment)
 - Members asked for Morgan Sindall to present their KPIs at future CHP meetings
 - Members were informed that only 12 electric vehicles were working on the contract
5. **Damp and Mould Update**
 - Presentation was given by WHBC officers - see attached.
 - Members noted the content of the presentation (NB some of the contents are confidential)

Actions:

- Members asked for how many damp and mould cases were caused by structural issues.
- Cllr Tim Rowse will pass on details to officers of a property with an EPC rating downgraded and the tenant is no longer eligible for Warm Home Discount. This was the question that he asked at CHP.

6. AOB

- Officers to look into changing the meeting room to Chestnut room
- Next meeting will be held on Weds 26th July at 16:00 – 17:00 (hybrid)

26 July 2023

Cross Party Member Housing Maintenance Board

26th July at 16:00pm
MS Teams

Attendees: Cllr Lynn Chesterman (Chair), Cllr Margaret Birleson, Cllr Tim Rowse, Cllr Duncan Jones, Cllr Tony Kingsbury (sub), Cllr Terry Mitchinson(sub), Cllr Stan Tunstall, Ka Ng (WHBC), Paul Horsley, Elliott Manzie, Paul Reader (Morgan Sindall),

ACTION POINTS

1. **Apologies** –Cllr Fiona Thomson, Cllr Julie Cragg, Martin Byrne (Morgan Sindall)

 2. **Actions from last meeting**
 - Member asked if other form of customer satisfaction could be captured other than text message.
 - Morgan Sindall looking to launch a new survey once the details are sorted. Proposals have been received from MS and officers are considering the details

 3. **Update from Morgan Sindall** – Paul Reader (Morgan Sindall)
 - Presentation was given by Morgan Sindall (see attached)
 - Members noted the content of the presentation (NB some of the contents are confidential)
- Actions:**
- Members asked for Morgan Sindall to present their KPIs at future CHP meetings
 - Ka to discuss with Paul (MS) to decide which CHP meeting to attend.
4. **Damp and Mould Update**
 - Presentation was given by WHBC officers - see attached.
 - Members noted the content of the presentation (NB some of the contents are confidential)

 5. **AOB**
 - None

 - Next meeting will be held on Weds 23rd August at 16:00 – 17:00 (hybrid)

23 August 2023

Cross Party Member Housing Maintenance Board

**23rd August at 16:00pm
MS Teams**

Attendees: Cllr Lynn Chesterman (Chair), Cllr Margaret Birleson, Cllr Fiona Thomson, Cllr Duncan Jones, Cllr George Michaelides (sub), Cllr Adrienne Nix (sub), Ka Ng, Sue McDaid, Elliott Manzie, Martin Byrne (Morgan Sindall), Ian Webb (Morgan Sindall),

ACTION POINTS

- 1. Apologies** –, Cllr Julie Cragg, Paul Reader (Morgan Sindall), Paul Horsley
Cllr Tim Rowse, Cllr Stan Tunstall

- 2. Actions from last meeting**
 - Formal invite being sent to Morgan Sindall for them to attend CHP meeting on 31 October.

- 3. Update from Morgan Sindall** – Martin Byrne (Morgan Sindall)
 - Presentation was given by Morgan Sindall (see attached)
 - Members noted the content of the presentation (NB some of the contents are confidential)

- 4. Damp and Mould Update**
 - Presentation was given by WHBC officers - see attached.
 - Members noted the content of the presentation (NB some of the contents are confidential)

- 5. Damp and Mould Policy and Self-Assessment**
 - Members noted the hard work of officers in this area as well as the decarbonisation work and would like to pass on their thanks to everyone involved.

- 6. AOB**
 - Martin Byrne (Morgan Sindall) will be returning to his substantive job and Ian Webb will be taking over as contract director for Welwyn Hatfield.
The Cross Party Group would like to pass on the thanks to Martin for his excellent contributions since the start of the contract.

- Next meeting will be held on Wednesday 27th September at 16:00 – 17:00 (hybrid).

Appendix C – Progress made against previous recommendations of the task and finish group

Recommendations	Progress made
<p>The Council is currently undertaking a stock condition/asset grading exercise - this Panel asks that the outcome is brought to Cabinet Housing Panel (CHP) and suggests to the Overview and Scrutiny Committee (OSC) that once this work is complete a further task and finish panel should be convened to review this, and its progress.</p> <p>We would like to see the results of this piece of work informing the development of a robust planned maintenance programme.</p>	<p>The stock condition survey on the council's 9500 housing properties is due to start in Autumn this year and the results should be available within the next 12 months.</p> <p>Officers would be able to produce a report summarising the findings to CHP in due course.</p>
<p>This Panel also recommends a complete review of the housing complaint process to be carried out in a timely manner at the next available point. This should also include the measuring and reporting of complaints, and the communication process with residents</p>	<p>This has been implemented.</p> <p>At the start of the new housing maintenance contract, text messaging service was rolled out to enhance the communication process with tenants.</p> <p>A comprehensive review of the housing complaint progress has been carried out in conjunction with Morgan Sindall over the past 6 months. Customer satisfaction is also discussed at each of the monthly cross party housing maintenance group.</p> <p>In addition, performance on dealing with complaints is also shown as part of performance clinic reports.</p>
<p>We recommend the Council puts in a considerable effort into clearing the backlog of long-term/historic complaints/cases with regular updates being presented to CHP; and that the Council should undertake a review of the Service Level Agreements (SLA) for maintenance and repair works to ensure residents have fair and realistic expectations. This should be accompanied by a robust monitoring of</p>	<p>This has been implemented.</p> <p>A dedicated team of officers have been assigned to deal with historic cases. As of 11 September, only 9 cases are now open for longer than 6 months.</p>

works to ensure they meet the SLA.	
<p>We recommend that the Housing Maintenance team work with the Communications team to produce a proactive communications campaign aimed at encouraging tenants to inform the Council of any mould or maintenance issues as soon as they arise, rather than delaying and allowing the situation to worsen.</p> <p>Working with the Communications team, a proactive communications campaign aimed at informing residents on what they can do to limit mould growth in their properties should be undertaken - but care taken as to not imply that lifestyle is the sole cause for mould in properties - as we have seen that this is not the case</p>	<p>This has been implemented.</p> <p>A new webpage, leaflet, social media campaign was implemented before winter 2022.</p> <p>Messages will continue to be delivered in the future through One Magazine, Residents Newsletter, Residents Panel, social media, community days, etc</p>
<p>The Task and Finish Panel fully supports proposals to introduce consistent and regular gutter maintenance on all properties within the housing stock - as this will limit potential damage to properties going forward. We would like to see this undertaken as regularly as possible, and as outlined by officers, expect a cycle of 18 months to be the aim. This should be done in conjunction with regular tree maintenance to reduce the pressure on gutters of higher, more difficult to access buildings - taking into consideration where this would be of most benefit (i.e. areas with denser tree coverage where gutters are more likely to be blocked).</p>	<p>This has been implemented.</p> <p>Regular gutter maintenance has been scheduled.</p>
<p>The Task and Finish Panel recommends removal of specific rooms in the window replacement guidelines when it comes to the replacement of blown/misty DGU.</p>	<p>This has been implemented.</p> <p>The new windows repairs and replacement policy was agreed by Cabinet in Feb 2022.</p>

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By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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