

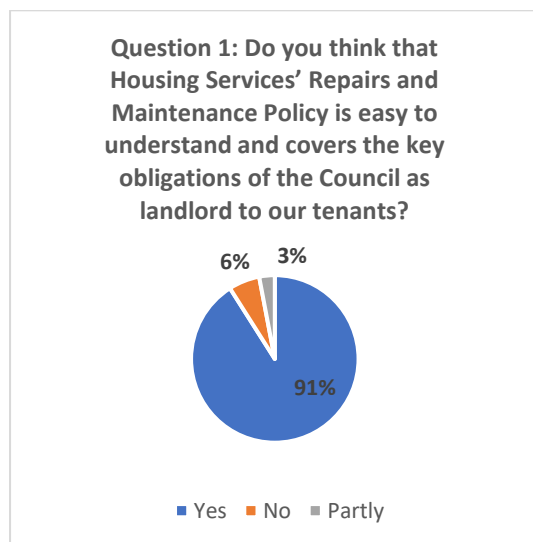
## **Housing Services Repairs and Maintenance Policy – Consultation Report**

In May 2021, Housing Services launched an online consultation to gather views on its revised Repairs and Maintenance Policy.

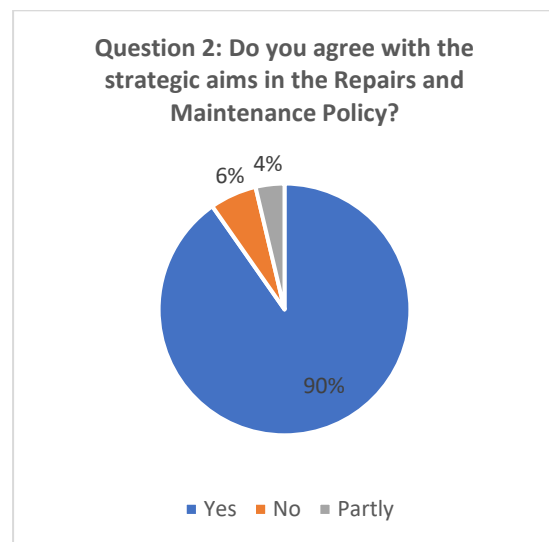
The Council received 214 responses from tenants and two from non-tenants, the results of which are included in this report.

### **Tenants' Online Survey - Results**

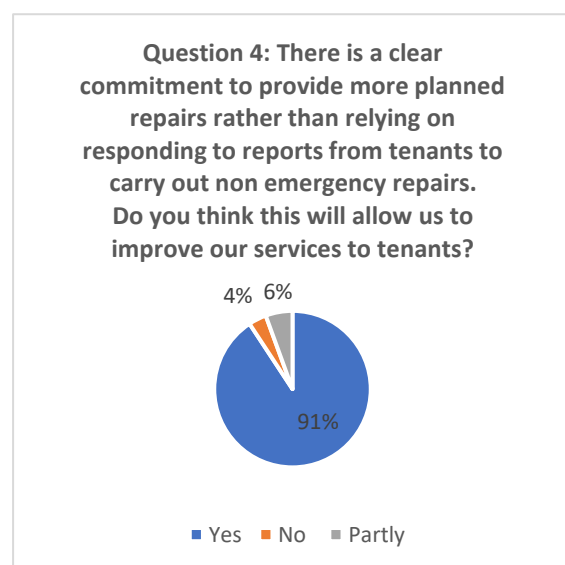
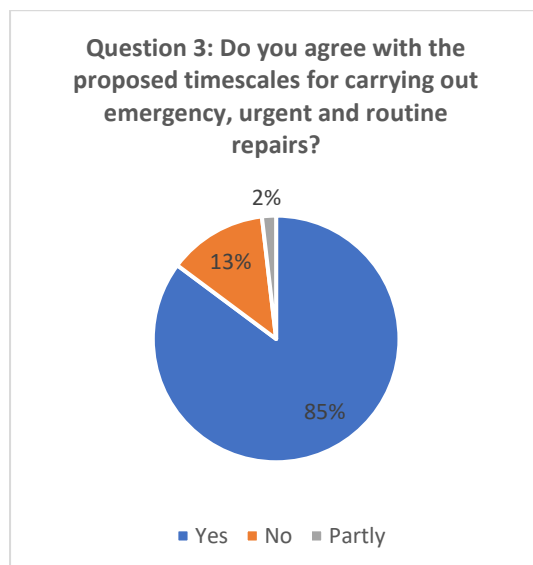
The Housing Service texted out a link to 2,330 South Derbyshire District Council tenants, directing them to the Policy document and a five-question survey to gauge their opinions on its contents. The percentage and number of responses are illustrated below:



Yes: 196    No: 13    Partly: 7



Yes: 195    No: 13    Partly: 8



Yes: 184    No: 28    Partly: 4

Yes: 196    No: 8    Partly: 12

### **Tenants' Comments**

<b>Q1. Do you think that Housing Services' Repairs and Maintenance Policy is easy to understand and covers the key obligations of the Council as landlord to our tenants?</b>
Reassure and explain which is this manual or sheet, when first moving in it's a lot to take.
I understand what repair men say to me clear easy slow speak to us. Good attitude and let us know when they done repairs etc.
Confusing - am told one minute the job will go on the system and you get a job number. The next time you phone the job's not logged on system and work not done - have to keep chasing.
The works was fantastic I had no electric for 1 day and half.
I'm sure that it covers all the key information, however it is not by any means in easy to access language and is quite a long and arduous read.
When you report a fault they do get back to you straight away.
A list sent everyone is clear.

<b>Q2. Do you agree with the strategic aims in the Repairs and Maintenance Policy?</b>
Needs to be time bound and clear.
I don't really know what they are.

<b>Q3. Do you agree with the proposed timescales for carrying out emergency, urgent and routine repairs?</b>
I have been waiting for plastering to be done for several months and there is lack of communication from the council.
Long wait time for some repairs
I've had scaffolding around house for six weeks and still haven't started on roof.
Still waiting for repairs to be done that were reported years ago and they still haven't been done. And still suffer with damp in the property.
From experience urgent repairs are not clear and routine jobs can take longer but with COVID can be expected in the past service levels were better that said when workers turn up they are very good and work to a high standard.
Could be improved on.

Been waiting two years for a repair.
Waiting time sometimes is a bit too long.
Outstanding repairs over 1 year
Not being adhered to. I have been waiting for replacement sealed units for months.
Sometimes it's too long to wait.
Still waiting for damp repairs since January.
Because it is too vague.
The council need to abide by the time scale. It's a good idea, but it must be implemented from lowest to the top.
No communication
It took 6 weeks for a leak in my house to be repaired and now the gaping hole in the ceiling has apparently got 20 working days to just be contacted to make an appointment to repair that. I pay rent on time and am a good tenant. I feel quite let down, especially as a disabled person living alone.
I've just had 2 problems - boiler leaking classed as emergency out same day. Then I had a floorboard down at the top of my stairs that I nearly fell down. I'm registered blind but wasn't classed as emergency.
3 days without water due to a broken hot tap pumping out hot water so resulting in having to switch off the water at the mains. I think should be an emergency especially with children in the house.

<b>Q4. There is a clear commitment to provide more planned repairs rather than relying on responding to reports from tenants to carry out non-emergency repairs. Do you think this will allow us to improve our services to tenants?</b>	
You don't respond to some reports or complete work anyway??	
Don't know what is planned.	
Better to let tenants tell you if something is wrong, could be a good wait if the repair program is not scheduled for a particular area.	
Yes what the tenants need something to ask for repairs/services.	
You say things and don't carry them out.	
I've had to call several times on occasions to get one repair done not every time but sometimes.	
I don't think it would matter if it is planned or if the tenant calls in the time scales and times are horrendous and repairs are not up to scratch at all.	

But needs clear communication both sides, also needs to be clear what is classed an emergency.
If a tenant has a problem with a needed repair it needs to be dealt with not planned for a later date.
Planned repairs, if not spaced too far apart, should result eventually in less calls from tenants requiring maintenance calls. However, as any gain will be medium term rather than immediate, then in this interim period you must run both systems in parallel. Failure to do so will simply result in a poor repair service and low tenant satisfaction rates. Currently I think SDDC rate quite highly.
I have seen no evidence of pre-emptive repairs/maintenance at my location.
Because it's been tried before and did not work.
I will believe it when it happens not just for a few times but always.
My property is old needs new windows as they let draft and condensation build up. My loft could do with checking for right insulation and wall cavity needs check house does not hold heat goes cold right away.

**Q.5 - If you have suggestions for specific actions that should be included in the revised policy or any further comments, please provide details.**

- **42** tenants commented on the Policy and the current Repairs and Maintenance Service, mainly giving specific comments based on their direct experiences.
- **6** tenants said they were happy with the service they receive from the Council, with comments including: "there is nothing to improve", "they are first class when you need help", "they do a very good job", "I am very happy with the service", "the repairs department has been excellent so cannot find fault with the service".
- **16** said that they would like communication between themselves and the Repairs and Maintenance Service to improve. In particular - returning telephone calls; replying to emails and following up on recommended actions following property inspections; being told what time contractors will arrive and being offered an AM/PM slot; to inform tenants if their repair/planned maintenance works are going to be delayed; to send letters to tenants every 12-24 months asking if they have any concerns regarding property condition; make recharge costs clearer and provide a breakdown; to inform tenants about planned works on their properties.
- **2** tenants said they would like a quicker service/response with regards to emergency repairs.
- **2** tenants suggested that Council properties need to be more eco-friendly to help tackle global warming.

The full list of comments received are below:

<b>Q5. If you have suggestions for specific actions that should be included in the revised policy or any further comments, please provide details below:</b>
Actually speak to tenants when they ask for someone to call them about something. If someone says they're going to do something...they need to actually do it.
Tenant should be made aware of time before worker arrives
To actually come out and view repair work, I've rang about repairs and so has my husband and I'm still yet to have anyone ring back or to visit the property about this.
I think it might be worth sending a letter to tenants every 12/24 months, to ask them if they think there is anything they think needs looking into before it breaks down breaks down or to protect property before it becomes necessary and/or causes more damage.
Listen and act.
Seems now and again emails are overlooked on the reporting of repairs needed Having trouble with my previous repair request and now again
Clear instruction to report a repair and an accurate turn around for jobs made clear and an update to tenant if delayed
I feel that sometimes the reports are not followed up on, I had an inspection about 3 years ago and the work suggested has not been done
I think it needs to be clear when you are charged for something you get a breakdown on your bill exactly what you're paying for.
You should keep everyone updated when the repairs can be done
Give us more information about your repair plans so that we're not out of the loop. We always get surprises of your plans as we have no input into that.
It would be nice to be told when a repair is due to be done i have missed several visits as I want unaware anyone was coming
Be more clear about what is to be done.
Old & unused equipment that are not or ever will be used again, to be removed keeping all homes are up to date. The council would benefit from tenants actually knowing & seeing that the council does care about them I don't mean little jobs. But tenants need to do the same.
A bit more communication from the council to tenants
I think a new tenant should be told about any planned work to be carried out over the first 2 years to enable them to judge on decorating etc.
The only thing I can say is it would be nice if you could say it would be morning or afternoon other than that I'm really happy with service thank you
There is nothing to improve
No – they're first class when you need help
All good

Have no complaints think they do a very good job
I have always found in the last few years the repairs dept has been excellent so cannot find fault with the service.
Think they could do repairs a bit quicker sometimes
It takes too long to attend to emergency repairs for vulnerable people and people with disabilities. I am one of those people and I was left for 9 days with no working sockets in my kitchen.
Different contractors for roof repairs
You may make financial savings in the medium term but you should not expect to make short term gains. If you are thinking that way then expect to be disappointed. Additionally, do not look to make savings by using contractors rather than direct council employed labour. I live in Cleveland Close and you used Novus to carry out work. You might as well have put the money to a round of drinks in the pub because you wasted it on contractors doing inferior, poor quality work. It was regarded as a joke amongst a lot of the neighbours here I'm afraid. The work wasn't even inspected by a council inspector as far as I could see. This was a serious mistake. The contractor must have seen you coming!
It would be advisable to complete repairs before moving on to the next job as some repairs may be left in a dangerous condition.
Possibly asking tenants if there are any concerns regarding overgrown conifer trees on the premises or next door neighbours property
Cameras on the back of flats stop rubbish being dumped?
Kitchens to be refurbished after so many years instead of doing them when the property becomes empty
I feel the properties should be more eco-friendly. Windows and doors/up to date appliances throughout the properties.
Yearly roof maintenance would help
I think when your whole street is getting, for example, a new kitchen - then everyone on that street should get one.
Council property needs checking for appropriate Government guidance on insulation to help combat global warming.

### Colour Code:

Green – satisfied (5)

Blue – improved communication needed (17)

Red – quicker emergency repair response time (2)

Orange – dissatisfaction with contractor (2)

Yellow – general comments (8)