Report To:	Cabinet
Date:	18th February 2025
Subject:	Housing Landlord Service – Responsive Repairs and Planned Maintenance Performance
Purpose:	To provide assurance to Cabinet on the performance of the responsive repairs and planned maintenance.
Key Decision:	No
Portfolio Holder:	Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Jason King, Assistant Director – Housing
Report Author:	Chris Mycock, Housing Repairs and Property Services Manager
Ward(s) Affected:	All
Exempt Report:	No

Summary

The Regulator of Social Housing adopts a co-regulatory approach, holding Councillors responsible for ensuring that the Council, in its role as a registered provider of social housing, is delivering the outcomes of consumer standards.

This report provides assurance to Members on the performance of the responsive repairs and planned maintenance service provided by the Council's Housing Landlord Service.

To allow effective scrutiny of the performance, it is felt that Performance Monitoring Panel should be informed of Cabinets' views prior to scrutinising the performance.

Recommendations

That Cabinet shares observations and comments on information presented to them regarding the Housing Landlord Service's performance of responsive repairs and planned maintenance. (For consideration by Performance Monitoring Panel as part of scrutiny).

Reasons for Recommendations

The purpose of this report is to provide Cabinet, council tenants and leaseholders with the assurance and confidence that the Housing Landlord Service's arrangements for responsive repairs and planned maintenance are robust and subject to ongoing review and improvement.

Other Options Considered

1. **Do nothing**. To not consider information presented regarding the performance of responsive repairs and planned maintenance. Cabinet is responsible for ensuring that the Council, in its role as a registered provider, is meeting the regulatory standards set. This option is not recommended.

2. **To not receive any information prior to Performance Monitoring Panel**. This is not recommended as it is beneficial for Cabinet to have considered this information prior to Performance Monitoring Panel scrutinising the performance.

1. Background

1.1 Every tenant deserves a safe and secure home. Maintaining good quality, safe, warm and sustainable council homes is a key priority for South Holland District Council.

1.2 This report covers three areas of our repairs and maintenance operations:

- **Responsive repairs**: Routine or emergency repairs in response to tenant reports or issues identified during visits. Examples include fixing leaking pipes, broken windows, plasterwork, or electrical faults.
- **Void repairs**: Repairs completed when a tenancy ends and before a new one begins, including safety checks and possible planned upgrades.
- **Planned repairs and maintenance**: Scheduled maintenance and upgrades to ensure long-term property upkeep, such as kitchen, bathroom, heating, electrical upgrades, and roof replacements.

1.3 This report covers only the areas set out above and whilst there may be reference to aspects that overlap with matters of compliance, such as Landlord Safety Certificates, this report excludes the reporting of compliance matters, which are addressed in a separate report to the Cabinet.

1.4 As part of the Housing Transformation Service Improvement Programme, Officers enhanced the level of reporting of Service performance during 2024, including the establishment of a Housing Compliance Clinic. Chaired by Assistant Director - Housing and attended by the Portfolio Holder for Strategic and Operational Housing. The Clinic meets monthly to receive, monitor and appraise information and data in respect of the maintenance and improvement of properties managed by the Housing Landlord Service. During 2024, an enhanced range of performance key performance indicators were also established, reported to Performance Monitoring Panel on a quarterly basis and published quarterly on our Housing web page About us - South Holland District Council, for our tenants to scrutinise.

1.5 The social housing regulatory regime, implemented through the introduction of Tenant Satisfaction Measures (TSMs), the Social Housing Regulation Act 2023 and new Consumer Standards, places greater emphasis on tenant safety, and brought about a range of new significant measures to improve the services provided to tenants by registered providers.

1.6 The Safety and Quality Standard states that Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

2. Responsive Repairs

2.1 Responsive repairs are placed into one of two categories:

Emergency repairs	Repairs that if not attended within our prescribed timeframes would: • Put people in danger • Make the property unsafe • Cause damage to the property that is costly to repair • Make existing damage worse • Create unreasonable risk, suffering or difficulty. Some examples of emergency repairs are total loss of electrics, a serious water leak, total loss of heating and hot water, unsecure property. Attended within eight hours if reported during the working day or four hours if reported outside of office hours.
Routine repairs	All other repairs that do not fall into the emergency category. Attended within 28 days, some examples are dripping taps, broken cupboard doors, minor, containable water leaks or damaged internal doors.

2.2 Responsive repairs are reported through the in-house PSPSL Customer Contact Team who are trained to use our Northgate Repairs Diagnostic Software system. An appointment is made and entered directly into the works scheduler at the point of the call, unless it is a complex or multi-person job, in which case it is referred through to the Repairs Logistic Officer to organise the repair with the tenant.

2.3 In addition, the diagnostics tool enables the call centre to triage and identify if the repair falls into the emergency category. In these instances, the repair is immediately entered as an emergency onto the system and passed through to the Housing Repairs Team to action within the time frame.

2.4 The vast majority of responsive repairs to Council owned homes are carried out by the Council's directly employed Housing Repairs team. The service is supported by various external contractors who either deal with specialised works not covered by our internal operatives, such as drains clearance, boiler repairs or roof repairs, or are used on a call-off basis at times of peaks in demand.

2.5 At the end of Q3 of 24/25, a total of 9,553 repairs to our properties had been undertaken during the financial year.

VOLUME OF RESPONSIVE REPAIRS COMPLETED DURING 2024/25				
Month	**Housing Repairs**	**External Contractors**	**Drain repairs or unblocks**	**Heating Systems**
Apr	719	106	108	147
May	796	86	77	93
Jun	564	119	52	82
Jul	870	87	69	85
Aug	738	71	51	59
Sep	625	95	61	160
Oct	916	121	71	176
Nov	834	91	72	251
Dec	724	111	97	169
Total	**6786**	**887**	**658**	**1222**

2.6 Recognising the interlinked relationship between responsive repairs and planned maintenance, the Council have recently reviewed its management arrangements to bring together responsibility for these areas. Alongside investment in an additional Housing Transformation Officer to comprehensively review our approach to investment, planned maintenance, responsive repairs and void management. This process will be informed by updated stock condition information, existing data held on the housing management system and the views of tenants from satisfaction surveys and focus groups being established through the adoption of the Tenant Engagement and Influence Strategy.

2.7 In line with data reported to monthly Housing Compliance Clinic the Service is targeted to carry out 90% of routine repairs within 28 days.

PERFORMANCE OF ROUTINE REPAIRS DURING 2024/25			
Month	**Internal Team % in 28 days**	**External contractors % in 28 days**	**Overall Total % in 28 days**
Apr	90.1%	88.19%	89.5%
May	93.5%	91.93%	93.1%
Jun	91.1%	80.00%	87.5%
Jul	90.6%	89.55%	90.3%
Aug	94.6%	81.73%	91.8%
Sep	95.5%	90.96%	93.9%
Oct	94.3%	85.32%	91.6%
Nov	95.9%	86.23%	92.7%
Dec	94.8%	85.15%	91.5%
Total	**93.4**	**86.74%**	**91.4%**

2.8 The Council uses its Direct Labour Organisation to deliver the majority of responsive repairs. However, there are certain responsive works where the Council employs the services of specialist contractors such as roofing works, glazing, blocked drains and heating repairs. Through proactive contract management, there have been some challenges identified with roofing and glazing response times where availability of

contractor labour has also been required for delivery of planned replacement roofs and window upgrades. The Council continues to work with its contractors to ensure timescales for responsive repairs are not adversely impacted.

2.9 The emergency repairs provision is delivered both during normal working hours, where the calls are triaged by our PSPSL Customer Contact centre as described above or via an Out of Hours call centre (managed by Lincolnshire County Council), this affords us 24 hour a day, 365 days a year provision. The out of hours call centre will triage the call and if the call is assessed as an emergency a dedicated number is called that alerts the on duty operative to attend.

2.10 At the end of Q3 of 24/25 the service had attended 512 emergency repairs.

EMERGENCY REPAIRS COMPLETED DURING 2024/25				
Month	**Attended during office hours**	**Attended Out of Hours**	**Total**	**% attended within target times**
Apr	27	28	55	100
May	30	33	63	100
Jun	24	22	46	100
Jul	22	33	55	100
Aug	36	21	57	100
Sep	32	19	51	100
Oct	28	24	52	100
Nov	46	25	71	100
Dec	32	30	62	100
Total	**277**	**235**	**512**	**100**

2.11 The Council is generally expected to complete emergency repairs within 24 hours of an issue being identified. The quick response time is crucial to ensuring tenant safety and prevent further damage to property. Emergency repairs typically include issues like severe leaks, loss of essential services (water, gas and electricity) or any other situation that poses an immediate risk to health and safety.

2.12 The Council closely monitors emergency repairs to ensure appropriate reporting and classification alongside adherence to performance timescales which are 4 hours out of hours and 8 hours during traditional office hours. Through the Council's work with Housemark, it has been identified that the number of repairs classified as an emergency is relatively low compared to other providers. Therefore, repairs have been identified as an area for review by the Housing Transformation Programme during 2025/26. The Council also recognises the importance of involving tenants in the review and development of the Repairs service which will be addressed through the Tenant Engagement and Influence Strategy.

3 Voids

3.1 When a property becomes void, an inspection is carried out to identify works that are required to bring the property in line with our minimum void standard, which is:

- Ensure that the property is safe and secure, wind and watertight.
- Carry out an electrical safety check and ensure that all electrical switches and fittings are in place and are in safe working order.
- Have gas safety checks carried out and CP12 gas certificate produced.

- Ensure the property meets Decent Homes Standards.
- Ensure the property is free of damp, condensation and mould
- Ensure there is some form of heating and a source of hot water.
- Have an electrical cooker and/or gas cooker point.
- Have a working, clean and usable toilet, sink and bath or shower.
- Ensure that all floors are safe, clean and able to accept floor coverings.
- Make sure that all living areas are free from rubbish.
- Issue you with a full set of keys, once you have signed for your new tenancy.
- Remove any outside rubbish and arrange a trim/clear of the garden if needed.
- Ensure the property is clean and tidy

3.2 Work is scheduled in and carried out by the internal Voids Team, again supported by contractors where specialised work is required or times of peak demand require the need for additional resource.

3.3 The Service is targeted to complete voids within a 28 day period. The table below summarises performance excluding major works.

VOIDS PERFORMANCE FOR 2024/25			
Month	**Number of SHDC properties**	**Average number of days (SHDC)**	**Housemark benchmarking no. of void days (national)**
April	19	24.47	40.52
May	22	26.14	44.10
Jun	17	26.00	46.16
July	22	27.73	44.68
Aug	17	21.41	47.35
Sep	19	25.05	46.90
Oct	25	23.72	48.00
Nov	28	25.75	46.00
Dec	20	26.15	45.00
-	**189 (total)**	**25.23 (average)**	**45.41 (average)**

3.4 The table below summarises the reasons for Housing Revenue Account properties becoming void during the first three quarters of 2024/25. Enquiries are made with the tenant to understand whether any additional steps can be taken by the Council to sustain their tenancy. Note categories are determined by MHLCG as part of Continuous Recording (CORE) data return, and the options (apart from eviction) are chosen by the tenant as part of serving Notice on the Council.

HRA TENANCY TERMINATION REASONS FOR 2024/25		
Reason for tenancy termination	**Number of properties**	**Percentage**
Tenant passed away	68	29.44%
Evicted (rent arrears)	7	3.03%
Moved in with family	10	4.33%
Purchased a property (not Right to Buy)	2	0.87%
Moved away from South Holland	17	7.36%
Moved elsewhere within South Holland	8	3.46%
Mutual Exchange	38	16.45%
Moved into a care home	29	12.55%

Moved via Housing Register	28	12.12%
Other	24	10.39%
Total	231	100%

3.5 An exercise was completed in 2024 for Sheltered Housing voids to understand whether any service improvements would reduce the void turnover. This feedback was used to support the Sheltered Housing review, resulting in enhanced Officer presence on site with the establishment of an Independent Living Team (consisting of 6 FTE) offering support to tenants including assistant with accessing additional support services from agencies as well as advocates to overcome barriers in accessing services. In addition, an enhanced void standard is offered to sheltered tenants with all properties meeting the bronze standard. All new tenants have the opportunity to choose the enhanced silver or gold standard.

4. Planned Repairs and Maintenance

4.1. The planned repairs and maintenance programme is managed by the Property Services Team within the Housing Landlord Service. This team comprises qualified surveyors, technical administrators, and supervisors.

4.2. The Property Services Team oversees the contracts for major housing repairs and planned maintenance, which include:

- Kitchens and Bathroom Heating Systems
- Smoke Alarms
- Windows
- Roof Replacement
- Periodical Electrical Testing
- Sewerage Treatment Works
- External Painting and Repairs
- General Maintenance
- Energy performance assessments
- Disabled Aids and Adaptations

4.3. These contracts are primarily design and build (D&B) partnering contracts, procured under the supervision of PSPSL's Contracts and Procurement Team. D&B contracts involve both the technical design and execution of the works to a high standard within the agreed budget.

4.4. The major works programme is part of the HRA Capital Programme and is planned for the year ahead, based on stock condition data including the age profile of the asset, lifestyle, cost, repair history and any decent home failures. Investment continues to improve the energy efficiency of properties through our Green Homes programme, with £7 million invested during 2024/25, supported by grant funding. Additionally, a recent funding submission for a further scheme totals £18 million with 50% match funding applied for.

4.5. Recognising that robust and effective contract management ensures value for money and timely delivery of investment and repairs for tenants, the Service has been working with the Contracts and Procurements Team to develop a comprehensive suite of revised management tools to identify issues quickly, ensure plans lead to a resolution and prevent reoccurrence of issues arising from contracts. An emerging theme from tenant complaints is the satisfaction and respect shown by Contractors

working on behalf of the Council. Strengthening our contract management approach will ensure continuous service improvement. The table below summarises the works delivered during 2024/25, as at 31 January 2025.

PROGRAMMED WORKS COMPLETED DURING 2024/25	
Upgrade works	**Number of properties completed**
Kitchens	107
Bathrooms	18
Heating upgrades	172
Door and window upgrades	160
Re-roofing	196 (22 pitched, 174 flat)
Smoke alarms	349
External painting	397

5. Benchmarking performance

5.1. Oversight and reporting arrangements are detailed in the HRA Governance framework. The Council monitors the performance of the Service through reporting regularly to Housing Governance Clinic, Housing Compliance Clinic and Performance Monitoring Panel.

5.2. During 2024/25, the Service commenced reporting on an additional Tenant Satisfaction Measure, in anticipation of it becoming a mandatory submission by the Regulator of Social Housing, known as “Works in Progress”. This Measure includes the total number of repairs ordered but not completed at the end of the benchmarking period (including repairs that are within target timescales, as well as those that are outside of target). As at the 31 December 2024, there were 633 repairs defined as “works in progress”. (Note the Service receives reports of 754 repairs on average each month).

5.3. Housemark has recently conducted a cost mapping and performance exercise for the Council based on expenditure and performance during 2023/24. Our performance was compared against a peer group of Council landlords with less than 10,000 units.

5.4. The Council has further engaged the expertise of Housemark to further understand areas of strength as well as identify areas for improvement. This enables meaningful comparison to be undertaken with Tenant Satisfaction data to ensure improvements take account of tenant views. Data held by the Service, satisfaction data from tenants and complaints data will form the basis of a scheduled review by the Housing Transformation Programme during 2025/26.

5.5. Findings were as follows:

- Headline findings for maintenance: “good performance, low cost”
- Maintenance cost per unit reported at £1,137 for 2023/24 compared with a peer median of £1,153.
- Percentage of emergency repairs completed within target timescale were 100% for SHDC placing the council above the peer median of 95.72%
- Percentage of non-emergency repairs completed within target timescale were 91% for SHDC, placing the council above the peer median of 84.98%
- Average void days of 27 days for SHDC compared with peer median of 59 days

- Average time taken to complete repairs (in days) 10.1 for SHDC compared with a peer median of 16.

6. Tenant satisfaction

6.1. 2023/24 was the first year that Registered Providers completed Tenant Satisfaction Measures (TSMs). TSMs offer crucial insights into the Councils' performance as a Registered Provider. Utilising this data enables the Council to determine the most effective ways to enhance the services provided to its tenants. The table below sets out the repairs and programmed maintenance related questions. Full TSMs were scrutinised by Performance Monitoring Panel in December 2024 and are published on our tenant webpage About us - South Holland District Council

Perception survey 23/24	SHDC	National Tenants Survey average
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	69.9%	72%
TP03 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	61.9%	67%
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	71.4%	71%
TP05 Proportion of respondents who report that they are satisfied that their home is safe	85.7%	77%

6.2. We recognise the proportion of respondents who were dissatisfied with their repairs experience (TP02 and TP03) are areas for improvement and have employed an additional Housing Transformation Officer to enable us to bring forward a review of repairs delivery which is scheduled for 25/26 as part the Housing Transformation Programme.

6.3. While Tenant Satisfaction Measures (TSMs) currently provide limited data, the Council is reengineering its tenant engagement offering and will introduce a series of focus groups, including one focused on repairs, to better understand and address tenant dissatisfaction.

6.4. Capital investment decisions continue to be informed by updated information and revenue pressures identified through responsive repairs and stock condition data. The Council is advanced in its work with Savills to produce a HRA Business Plan, Capacity Analysis and Commentary, conduct HRA Investment Data Validation, and produce a HRA Business Plan Narrative and Asset Management Strategy. This work will be informed by up-to-date robust data from the latest stock condition survey information. As part of our ongoing investment in homes, we have programmes focussed on improving the energy efficiency of our homes. The Council has focussed its efforts on improving its poorest performing and hard to treat properties first. The Council has recently submitted a substantial bid to accelerate the pace of delivery on improving energy efficiency across its homes.

6.5. The Council are reporting above average perception scores relating to TP05 indicating strong tenant satisfaction with home safety, this may be attributed to the Council having a relatively low number of flatlet schemes and those that we do have are enhanced by services such as the Independent Living Team. This positive response is supported by our Housing Compliance Clinic data indicating compliance with safety matters.

7. Continuous Improvement and Learning

7.1. Improvements made during 2024/25

7.2. A programme of contact management training has been rolled out across the Housing Landlord Service. Including bespoke training provided by PSPSL Procurement Team to ensure greater visibility and control of contract performance by managers. This will ensure real-time performance can be reviewed by officers. As part of this work, procurement and contract management guidance has been established with PSPS, which the Housing Landlord Service is piloting with the intention to roll out across the Partnership.

7.3. Changes have been made to the process for contract awarding, introducing an additional step involving a further review of the contract specification prior to issuing requests for tender. This ensures specifications are as effective as possible, reducing the volume of queries raised during the procurement process and ensuring the correct works are specified.

7.4. In preparation for the 24/25 damp season, the responsibility for overseeing reports of DCM and arranging the necessary remedial works was transferred from the Property Services Team and into the Housing Repairs Team. This change was made in recognition of the majority of works being responsive, resulting in internal efficiencies and improving the service received by customers including expediting works.

7.5. During 2023 and 2024, the Council reviewed its Sheltered Housing offering with tenants. Following comprehensive consultation, it was determined that tenants preferred to be involved in selecting the standard their new home was let at. This resulted in a new voids standard being set for sheltered housing with an enhanced basic standard (including magnolia paint and all woodwork glossed) with the option for tenants to upgrade the standard in the rooms they wish. In addition, tenants requested additional support with minor repairs that were tenant responsibility such as changing lightbulbs, putting up shelves and building flat pack furniture. In response to this, the Handyperson Service started in August 2024, with over 320 jobs completed in the first 6 months of the service.

7.6. Improvements planned for 2025/26

Service improvement planned		Timescale
Re-categorising emergency repairs (drainage and heating)	Moving them from the ‘responsive repairs’ category to ‘emergency repairs’. Whilst this change will not impact on tenants (as contract timescales mean these items are already attended within our emergency call out timeframe), it will mean that performance reporting is more aligned, allowing greater scrutiny from Members and Officers.	Commencing 1 April 2025

MOT style approach to electrical safety checks	Bringing the process in line with workstreams on Gas compliance (and MOT's). Ensuring that all properties are inspected prior to the expiry of the current certificate.	Q1 25/26
Housing Capital Programme Clinic	A monthly Clinic whereby Contract Managers will present contract management updates to the Repairs and Housing Property Services Manager and Assistant Director-Housing. Providing additional levels of oversight and monitoring on the Capital Programme and associated contracts.	Q1 25/26
Online Repairs Reporting	Housing Landlord Services, in collaboration with the Corporate Transformation Team, is developing an online repairs reporting system for tenants. The service focuses on technical system capabilities, while the Customer Contact Team provides requirements for a seamless experience. The Corporate Transformation Team oversees the project, ensuring digital inclusion, and progress reports are presented at the Customer Summit.	Q2 25/26
Review of disabled aids and adaptations offer	A comprehensive review of the service with tenants and Occupational Therapy Teams. (Including establishing a new policy, processes and improved working relationship with partners).	Q3 2025/26
Review of responsive repairs service offer	An enhanced service offer will be established, taking into account the diverse needs of our tenants. (This will include a review of the response timescales).	Q4 2025/26 (major project)
Asset Management Strategy and HRA Business Plan	Working with Savills to produce a HRA Business Plan, Capacity Analysis and Commentary, conducting HRA Investment Data Validation, and producing a HRA Business Plan Narrative and Asset Management Strategy. This work will be informed by up-to-date robust data from the latest stock condition survey information.	For adoption Q4 2025/26 as part of budget setting for 26/27

8. Tenant oversight

8.1. Tenants have the opportunity to scrutinise the performance of our service by accessing detailed reports published on our website at About us - South Holland District Council (updated quarterly) and in our annual reports. These documents provide comprehensive insights into our operations and performance metrics.

8.2. Feedback from the Complaints Working Group is utilised to drive service improvements by identifying recurring issues, implementing targeted solutions, and continuously refining our processes to better meet tenant needs.

8.3. We recognise the need for more direct and tailored tenant involvement, particularly from general needs tenants. To this end, we are developing a robust Tenant

Engagement and Influence Strategy aimed at introducing bespoke scrutiny groups. These groups will empower tenants to provide focused feedback and engage more deeply with our service improvement initiatives, ensuring their voices are heard and their needs are met.

8.4. In addition, we intend to conduct a service improvement programme during 2025/26, focussed on ensuring our services are accessible and meet the diverse needs of our tenants. This includes reviewing repair timescales and creating an offer that caters to our most vulnerable tenants, which is crucial given that our 2023 tenant census revealed that 51% of our tenants have a disability.

9. Conclusion

9.1. This report provides a comprehensive overview of the council's responsive repairs and planned maintenance activities. By addressing both reactive and proactive maintenance, we aim to ensure the long-term upkeep and safety of our housing stock. The performance data, benchmarking results, and service improvements outlined in this report demonstrate our commitment to delivering high-quality repair services and maintaining transparency with our tenants and Members.

Implications

South and East Lincolnshire Councils Partnership

This report provides assurance to the partnership that South Holland District Council takes its responsibility as a landlord seriously and will mitigate against any potential reputational damage or negative impacts to tenants.

Corporate Priorities

This report will support the following South and East Lincolnshire Councils Partnership Sub-Regional Strategy priorities:

- Healthy Lives – Safe housing stock will lead to the better health of our tenants and everyone that stays or visits the properties.
- Safe and Resilient – Providing community confidence that our homes are well maintained.

Staffing

None.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

None.

Data Protection

None.

Financial

None.

Risk Management

Risk of managing a Direct Labour Organisation is monitored by the corporate risk register with Senior Leadership oversight and reporting to Members via Governance and Audit committee.

Governance and Audit Committee – Risk – Tuesday 19th November 2024

Stakeholder / Consultation / Timescales

By regularly collecting and analysing feedback from tenants, the Council can identify areas for improvement and ensure that maintenance activities align with tenant needs and expectations. Engaging tenants through Tenant Satisfaction Measure surveys, and regular communication helps create a collaborative environment where tenants feel valued and heard, ultimately leading to higher satisfaction and better-maintained properties.

Reputation

This report demonstrates effective management and provides assurance to Members on the robustness of the data and processes underpinning its reported repairs and maintenance performance.

Contracts

None.

Crime and Disorder

None.

Equality and Diversity / Human Rights / Safeguarding

An Equality Impact Assessment has been completed on the access to the Housing Landlord Service. The impact assessment identified accessibility barriers to accessing the repairs and maintenance service. To mitigate this the Council has introduced and begun promoting reporting of repairs via email or using a BT text relay service.

Health and Wellbeing

By transparently sharing performance data with tenants and Members, the report demonstrates the Council's commitment to maintaining safe and healthy housing environments.

Climate Change and Environment Impact Assessment

Not undertaken.

Acronyms

KPI – Key performance indicator
PMP – Performance monitoring panel
D&B – Design and build
DLO – Direct labour organisation
PSPSL – Public sector partnership services limited
ARCH – Association of retained council housing
TPAS – Tenant participatory advisory services
CIH – Chartered institute of housing
SLT – Senior Leadership team

Appendices

None.

Background Papers

Document title	Where the document can be viewed
RSH - Safety and Quality Standard	Safety and Quality Standard - GOV.UK
SHDC – HRA Governance Framework	HRA_Governance_Framework.pdf
SHDC - Housing Repairs and Fitness for Habitation Policy	Housing_Repairs_Policy.pdf

Chronological History of this Report

A report on this item has not been previously considered by a Council body.

Report Approval

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Approved for publication:	Cllr Tracey Carter – Portfolio Holder for Strategic and Operational Housing