

Report of the Head of Democratic Services

Task and Finish Group Review into Housing Repairs

Summary

1. This report seeks the Committee's agreement to the proposed remit (Annex A) of a Task and Finish Group review into housing repairs.

Background

2. Following a request from Councillor Waller, the People Scrutiny Committee agreed to review tenant satisfaction with the council's repair service following concerns that there had been a decline in satisfaction¹. Councillor Waller also requested that the group focus on changes in senior management, recruitment to vacancies in delivery posts, and reviews of the operation of contractors and the appointments service there is an interest in improving the delivery of the repairs service.

Aims and Objectives

3. The aims would be to improve communication and delivery of the repairs service to improve satisfaction.
4. The objectives would be to clarify the regulatory requirements of City of York Council as landlord to tenants to arrange and deliver repairs, understand the Regulator of Social Housing's judgement of the service and required actions, ensure that there is better understanding of the outcomes that will be delivered and the timetable for these to take place to maximise efficient use of both staff time, and the time that tenants need to be within their property for work to take place, and minimising

¹ <https://data.yorkopendata.org/dataset/tenant-satisfaction-measures/resource/a085d762-0a3a-443b-bbb9-8a4290aa68b5>

missed appointments. To ensure improvement in satisfaction this Task and Finish group would also review the post-repair rating of the service delivered and the operational assessment of this response from tenants.

Consultation and Methods

5. Councillor Waller and Officers from Democratic services met with the colleagues from housing services to discuss the remit of the review. During the course of the review, it is proposed that the Group visit tenant and residents group, where available, independent living projects as well as attend a tenants scrutiny group.
6. Further consultation will take place with a view to ensuring the Task and Finish Group review is complementary to ongoing work following the recent housing inspection.
7. Methods will include desk-based work and consultation with relevant Council officers.

Timeframe

8. It is proposed that the Group's work is carried out over summer and autumn of 2026, with a view to presenting a final report to the Committee in December 2026.

Options

9. Establishment of the group and its Membership has already been approved by the People Scrutiny Committee, the options available for Members at this stage are either endorse or suggest amendments to the proposed remit of the Task and Finish Group.

Implications

10. There are no direct implications to be addressed at this stage in the process. Any relevant implications will be identified by the Task and Finish Group during their review.

Risk Management

11. Any identified risks associated with the findings from this review will be included in the draft final report arising from this review.

Recommendations

12. The Committee is asked to endorse the proposed remit, objectives, and timeframe for a housing repair Task and Finish Group

Reason: To enable the Task and Finish Group to proceed with work on the agreed review.

Annexes

Annex A: People Scrutiny Review Group: Tenant Repairs Task and Finish Group Remit

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Approved

Wards Affected:

All

For further information please contact the author of the report