

People Scrutiny Review Group: Tenant Repairs Task and Finish Group

Work Plan:

1. Summary and Rationale

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 tenant satisfaction ¹. 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.

2. Aims and Objectives

- The aims would be to improve communication and delivery of the repairs service to improve satisfaction.
- 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 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.

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

3. Methodology

| <u>Item</u> | <u>Date</u> | <u>Members/ Officers required</u> | <u>Comments</u> |
|---|-----------------------------|--|--|
| Initial Scoping Meeting | 1 st April 2026 | Cllrs Burton, Waller Pauline Stuchfield, Katherine Proctor, Julie Gallagher | Agree timeline for review |
| People Scrutiny Committee Meeting | 15 th April 2026 | | Agree Membership of task and finish Group |
| Meeting with Tenants and Residents | July, August 2026 | Members of the task and finish group Democratic Services | TBC Attend tenants meetings Community walkabouts Distribute a tenants survey/letter |
| Initial Meeting of Task and Finish Group | September 2026 | Katherine Proctor | Share complaints data Repair information Regulator findings and Councils response Feedback from tenant engagement |
| 2 nd Meeting of Task and Finish Group | October 2026 | Katherine Proctor | Consider Councils response to the Regulator Staffing update |
| 3 rd Meeting of Task and Finish Group | November 2026 | Julie Gallagher Katherine Proctor | Housing Governance Experience from neighbouring authorities |

ANNEX A

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| Final meeting approve final report and any recommendations | December 2026 | James Parker Katherine Proctor | |
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