

COUNCILLORS' INFORMATION BULLETIN

Tuesday, 22 January 2019

Bulletin No: IB/958

INFORMATION ITEM	Pages
<p>1 Delegated Planning Decisions</p> <p>Delegated planning decisions for the week beginning 14 January 2019 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on 01293 438577.</p>	<p>3 - 4</p>
<p>2 Consideration Report: Crawley Local Development Scheme 2019-2021</p> <p>Consideration report PES/309 of the Head of Economy and Planning is attached.</p>	<p>5 - 48</p>
<p>3 Action Taken Under Delegated Authority: Rent Setting for Council Dwellings 2019/20</p> <p>Councillor Michael Jones, as Cabinet Member for Housing, exercised delegated authority in accordance with the Constitution on the 15 January 2019 to set the rents for Council Dwellings for 2019/2020 as set out in the consideration report included in Councillors' Information Bulletin IB/955.</p>	
<p>4 New number for Crawley Repairs Team</p> <p>This new number for Crawley Repairs Team can be used now.</p> <p>We hope it will be a more memorable number for tenants and leaseholders so they will call it direct and remove any need for them to call the switchboard or other council number.</p> <p>We've decided on a soft launch for the new number. This means we are starting to tell customers about it now in advance of the formal promotional flyer that will be sent with the rent setting letters at the end of February.</p> <p>When the new gas contract starts on 1 April the vans will have this new number on their livery.</p>	



The old number (43 8592) will still work and we'll gradually be changing our literature, web site, recordings to show the new number, at the moment there is no plan to turn off 8592 but to let it run in parallel with 8111.

This is another step in the project to get a Repairs Customer Contact Centre that can deal with customers at the first point of contact. In future, after further development to our systems, we aim to remove the need for customers to select options when they call, getting directly through to someone who can help.

For more information contact Mario D'Andrea.

5 **Staff Changes: December 2018**

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Staff Changes for December 2018 are attached for Councillors only.

6 **Press Releases**

Press releases are available at www.crawley.gov.uk/news