

Response to Questions and Actions Arising from Meetings of the Full Council

Question 1: During the pandemic it was obviously more difficult for our Repair Teams to access our Council properties. Given we are now in the third year of the pandemic, but it's been much more a normal year, please can you confirm if there is a backlog of outstanding repairs?

Supplementary Question: Can I also check that with regards to the decent homes programme, that we do not have any backlog with the ongoing decent homes programme?

Response: Demand in the repairs service has increased and we are seeing levels higher than the contracts were set to manage but despite this the contractors are managing the demand. There was a significant increase in damp and mould work last year and contractors have submitted business cases to us to increase their capacity around this for 23/24. There is however an aged WIP, progress against this is reported at monthly Core Group and to the portfolio holder and over the last six months there has been progress to reduce the number of aged jobs that are outstanding.

Question 2: There's a programme of work underway at Milton Mount flats, which unfortunately has been plagued with issues and I'm wondered if we can address these urgently please? The variety of problems include flooding, poor workmanship, fire doors not closing, and I would like the work in those flats to take a higher priority in the way it is managed.

Response: Major works are nearly complete, and the contractor will be withdrawing from site imminently. The new pumping station is live and residents' feedback from those that are already connected to the new station is positive. An engagement event was held with residents on 29 June 2023 (approx 60 residents engaged with us), Mears were present to field queries about the work and to launch their end of work survey. A formal residents meeting is scheduled for Aug 23, to present and discuss the safety case for the building and engagement strategy prior to registration of the building in line with the Building Safety Act requirements.