

RECORD OF DECISION BY CITY MAYOR OR INDIVIDUAL EXECUTIVE MEMBER

1.	DECISION TITLE	Responsive Housing Repairs Improvement Proposals: Feedback from Consultation
2.	DECLARATIONS OF INTEREST	None
3.	DATE OF DECISION	11 December 2014
4.	DECISION MAKER	Assistant Mayor - Housing
5.	DECISION TAKEN	<p>The following service proposals be approved:</p> <ul style="list-style-type: none"> • Proposals for improvements to communications with tenants. • Increasing the range of small repair jobs that are the tenants responsibility, except where tenants receive an adult social care package and tenants advice to undertake small DIY items. • To provide the normal repairs service between Monday and Friday 8am to 4pm. • Reclassifying repairs and their timescales and to give clear information to tenants about what we will do and when.
6.	REASON FOR DECISION	<p>The service changes will address a number of issues that tenants and ward councillors have had with the repairs service. They will bring the following improvements:</p> <ul style="list-style-type: none"> • Shorter waiting at home times - appointments in one hour slots • Better communication between the housing service and the tenant • Reduced wasted visits • Increased numbers of responsive repair jobs done on first visit • Increased satisfaction and reduced complaints.
7.	<p>a) KEY DECISION Y/N? b) If yes, was it published 5 clear days in advance? y/n</p>	<p>a) Yes b) Yes</p>
8.	OPTIONS CONSIDERED	<p>No other applicable options.</p> <p>The Housing Scrutiny Commission were consulted on the service proposals at the meeting on 27th August 2014. The Commission welcomed the report and praised the improvements to the service made to date.</p> <p>The Tenants & Leaseholders Forum and the wider</p>

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		<p>elected tenant representatives covering the City have played an active part in the development of proposals for change within the existing Repairs service and within the proposal presented in this decision notice. Tenant representatives have fully supported the need for the service changes.</p>
<p>9.</p>	<p>DEADLINE FOR CALL-IN</p> <ul style="list-style-type: none"> • 5 Members of a Scrutiny Commission or any 5 Councillors can ask for the decision to be called-in. • Notification of Call-In with reasons must be made to the Monitoring Officer 	<p>18 December 2014</p>
<p>10.</p>	<p>SIGNATURE OF DECISION MAKER (City Mayor or where delegated by the City Mayor, name of Executive Member)</p>	