

**CABINET – 28 FEBRUARY 2019  
QUESTIONS FROM THE PUBLIC**

Agenda item 5 refers

1. **Mr Gary Roberts to Councillor Mark Wilkinson, Deputy Leader and Portfolio Holder for Housing**

Why is the Council so reluctant to call a Tenants' meeting to discuss the increase, over many years, of the number of repairs made the responsibility of the Council tenant?

**Reply from Councillor Mark Wilkinson, Deputy Leader and Portfolio Holder for Housing**

Tenants and leaseholders have the opportunity to attend regular housing forums to discuss housing matters. There have been no changes to the Council's repairs policy since 2007 and there has not been an increase in the number of repairs made the responsibility of the Council tenant. This repairs policy is also reviewed regularly by elected tenant representatives who are satisfied that the policy does not need changing. In addition, the Council has a Vulnerable Persons Policy to assist those who need additional help with repairs.

Over the years the Council has advised tenants what it expects them to undertake or indeed to bring back the property to the original state where tenants have made changes to their property without permission and consideration given to health and safety regulations. When and if any there are any changes to the repairs policy, widespread consultation will be undertaken with all tenants and leaseholders.

2. **Mr Gary Roberts to Councillor Mark Ingall, Leader of the Council**

Has the Council considered putting residents, leaseholders and tenants on the HTS Board? If not, why not?

**Reply from Councillor Mark Ingall, Leader of the Council**

Yes, it has. However, following the transition from Kier Harlow Ltd to HTS (Property and Environment) Ltd in 2017, the Council ensures that it continued to operate its management in the same commercial way. As such, it would be inappropriate to consider the representation suggested.

The representation and involvement of tenants, leaseholders and residents is important which is why the long established Standards Board/Panels and the Environmental Service Improvement Team will continue to consider the performance and delivery of services provided by HTS (Property and Environment) Ltd.