

Area Panels – March / April 2017

Briefing note – Draft Repairs & Improvement Handbook

Overview

The current Repairs & Improvement Handbook requires a review as there have been many changes within the Partnership since the last review in 2011.

For example:

- We no longer have a 'U' priority, but an appointments system for tenants
- We are carrying out more planned work across the city which is not evident or highlighted
- We would like to give better and clearer information on what the council are responsible for and what tenants are responsible for
- Offices have changed and contact details for Housing teams

We would also like to have a dedicated webpage on the BHCC website which will give further links to tenants seeking specific information on the following subjects:

- Asbestos
- Legionella
- Damp & Condensation
- Contents Insurance
- EDB
- Tenant alterations
- Right to repair legislation
- Code of Conduct

Attached is the text of the draft Repairs & Improvement Handbook. The handbook hasn't reached the design stage yet when formatting and pictures will be added.

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