

Resident Questions for Housing Area Panel

Reference: W3.5

Question Title	Records of housing repairs
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Sam Crick
Officer job title	Operations Manager, Repairs and Maintenance Service

Resident Question

Issue:	West residents are concerned that records of repairs, improvements and maintenance work done under the previous contractors, Mears, have not been passed on to the Council.
Background:	Discussions at Area Panel have indicated that the records kept by Mears are not available to the Council now (eg Estate Development Budget work). There was concern about the gaps this left. Records should be kept so that it is possible to see everything that has been done in the history of a property – this would help inform future work.
Action requested:	Request a report at February Area Panel on: <ul style="list-style-type: none"> a. What records are kept for individual properties? b. Are records from work done by Mears available to the Council? c. Are there areas where records are missing?

Officer Response

Officer contact details:	Sam Crick, Operations Manager, Repairs and Maintenance Service
Officer Response:	<p>What records are kept for individual properties? Job descriptions and photographs are taken for all responsive repairs requested dating back to April 2010 are currently accessible. More recent jobs carried out since April 2020 include the additional information of operative's notes and dates/times of visits and a full audit log for the job within the system.</p> <p>Are records from work done by Mears available to the Council?</p>

	<p>The above information refers to work done by Mears on responsive repairs.</p> <p>Are there areas where records are missing? Specific operative’s job notes and audit log detail are not available for jobs attended between April 2010 – April 2020. There may also be some detail missing from major works and planned contracts carried out by Mears during their tenure. Full contract files should have been handed over on completion of works but it would have to be checked with HIAM where this information has been stored.</p>
Action:	N/A
Start date:	N/A
End date:	N/A