

Housing & Communities Select Committee

Tuesday, 16 July 2024

Additional Papers

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ROYAL BOROUGH OF KENSINGTON AND CHELSEA

**HOUSING AND COMMUNITIES COMMITTEE – 16 JULY 2024
RESPONSE TO RECOMMENDATIONS FROM THE RESIDENTS'
CONFERENCE ON REPAIRS**

1. Introduction and Recommendations

- 1.1 As part of its Annual Work Programme, the Housing and Communities Select Committee arranged a Residents Conference on Repairs which was held on Monday 4 March. Members of the Committee also attended an arranged visit to the Repairs Call Centre on Tuesday 23 April.
- 1.2 Attached to this cover report at Appendix One, is a report outlining the Lead Member response to the recommendations agreed at the Committee's meeting on 13 May 2024.

FOR DISCUSSION

Jacqui Hird
Scrutiny Manager and Statutory Scrutiny Officer

Background papers used in the preparation of this report: None other than previously published documents.

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Appendix 1 – Responses

1. Give residents the ability to attach a photo of the issue to the online form.

Accepted.

Residents are currently able to attach photographs or short videos of their issue to the online webform. The Housing Response team also carry out video calling over the phone for more complex cases. Video calling is encouraged and educating residents of the function will be continued.

1. A deadline and a contact number to ring if work isn't started and completed.

Accepted.

Residents should be given a target date when they first report an issue. As repairs are more formally diagnosed once inside the home, target dates may be extended as a result but the resident should be advised of this. Encouragement to staff to take greater ownership and communicate about their jobs is key, with officers proactively calling residents in order to prevent residents having to chase up on 0800 137 111. This will continue to be investigated and prioritised.

2. An opportunity to rate the tradespeople.

Accepted.

Customer Satisfaction surveys do take place allowing residents to rate both Housing Response Officers, and those who did the repair. Development work is ongoing regarding customer satisfaction to identify where improvements are needed.

3. The Council to check the quality of all jobs.

Partially accepted.

Based on the number of transactions and jobs completed daily/weekly/monthly, it is not possible to check all works at present. We currently prioritise physical post inspections and works based on value, and 100% physical post inspection on orders over a certain value is our aim. Alongside physical inspections, we have largely increased the number of desktop post inspections compared to 2023/2024 and this continues to be a focus. Desktop post inspection is for smaller jobs and involves scrutiny of job photos for cosmetic standards, workmanship, health and safety standards and possible follow on work requirements with notes checked for SOR coding, accuracy and effective communication. Patterns and problematic areas are also a focus with ongoing improvement projects happening to remedy.

4. Tradespeople to have to show before and after pictures to ensure other items in the property haven't been damaged, that the job was completed properly and the property left clean.

Accepted.

We already request before and after photo's for in house work. This is the same for contractors but with the added instruction that if there is no photo, payment may be affected. A discussion will be held in regards to photographs of peoples belongings and that a standardised set of photographs should be taken. We will also discuss the immediate vicinity and adjoining area at the same time.

5. An end-to-end document to record each stage of the process.

Accepted.

Our software systems provide the end-to-end journey and refresher training is carried out regularly.

6. Floorboards to be included in the pro-active maintenance.

Partially Accepted – further discussion needed.

This will be considered further to understand it if is feasible in a planned or proactive programme.